

Office of Performance Evaluations, Idaho Legislature, Survey of Staff and Supervisors (Sorted By Program) November 2005

Management and Leadership

1a. Please rate the quality of leadership provided to employees by upper levels of management.

	Very Poor	Poor	Fair	Good	Very Good
Benefits	14.1%	22.5%	25.0%	33.0%	5.4%
Child Support	3.5%	7.0%	21.1%	49.1%	19.3%
Children's Mental Health	10.2%	18.4%	28.6%	22.4%	20.4%
Child Welfare	12.5%	17.0%	37.5%	26.3%	6.7%
Developmental Disabilities	10.9%	17.8%	22.8%	40.6%	7.9%
Community Mental Health	15.8%	13.7%	28.1%	30.9%	11.5%
Director's Office	9.1%	0.0%	36.4%	18.2%	36.4%
Emergency Medical Services	0.0%	5.6%	55.6%	16.7%	22.2%
Facility Standards	3.3%	13.3%	36.7%	33.3%	13.3%
Human Resources	0.0%	0.0%	12.5%	37.5%	50.0%
Idaho State School and Hospital	28.9%	18.8%	32.8%	17.2%	2.3%
Information Technology	7.5%	21.5%	31.2%	30.1%	9.7%
Laboratory Services	4.3%	26.1%	34.8%	26.1%	8.7%
Management Services	11.7%	20.2%	26.6%	29.8%	11.7%
Medical Assistance Services	12.2%	16.2%	35.8%	25.0%	10.8%
Physical Health Services	25.0%	15.9%	25.0%	22.7%	11.4%
State Hospital North	14.3%	20.0%	40.0%	17.1%	8.6%
State Hospital South	6.1%	7.0%	31.3%	40.9%	14.8%
Vital Statistics	0.0%	10.5%	31.6%	26.3%	31.6%
Welfare Support	0.0%	5.9%	23.5%	35.3%	35.3%
Other	16.1%	6.5%	29.0%	35.5%	12.9%

Management in the Department of Health and Welfare

1b. Please rate the quality of leadership provided to employees by program managers.

	Very Poor	Poor	Fair	Good	Very Good
Benefits	9.1%	17.4%	26.8%	37.3%	9.4%
Child Support	4.4%	12.3%	15.8%	44.7%	22.8%
Children's Mental Health	1.8%	14.3%	17.9%	32.1%	33.9%
Child Welfare	7.2%	12.7%	28.3%	37.5%	14.3%
Developmental Disabilities	3.5%	6.1%	15.7%	38.3%	36.5%
Community Mental Health	5.7%	3.8%	18.2%	34.0%	38.4%
Director's Office	10.0%	0.0%	20.0%	40.0%	30.0%
Emergency Medical Services	0.0%	12.5%	12.5%	43.8%	31.3%
Facility Standards	12.1%	12.1%	21.2%	36.4%	18.2%
Human Resources	0.0%	0.0%	6.3%	56.3%	37.5%
Idaho State School and Hospital	8.2%	12.7%	40.3%	29.9%	9.0%
Information Technology	5.4%	21.7%	25.0%	35.9%	12.0%
Laboratory Services	3.6%	17.9%	35.7%	25.0%	17.9%
Management Services	4.3%	10.8%	33.3%	37.6%	14.0%
Medical Assistance Services	6.0%	11.3%	23.3%	33.3%	26.0%
Physical Health Services	17.0%	8.5%	10.6%	34.0%	29.8%
State Hospital North	2.4%	9.8%	34.1%	41.5%	12.2%
State Hospital South	6.9%	14.7%	15.5%	44.8%	18.1%
Vital Statistics	0.0%	4.3%	13.0%	47.8%	34.8%
Welfare Support	5.9%	0.0%	23.5%	41.2%	29.4%
Other	5.6%	2.8%	11.1%	36.1%	44.4%

Management in the Department of Health and Welfare

1c. Please rate the quality of leadership provided to employees by frontline supervisors

	Very Poor	Poor	Fair	Good	Very Good
Benefits	7.3%	6.3%	23.6%	35.5%	27.2%
Child Support	7.0%	9.4%	19.5%	33.6%	30.5%
Children's Mental Health	1.8%	7.0%	14.0%	43.9%	33.3%
Child Welfare	3.1%	6.3%	23.9%	35.3%	31.4%
Developmental Disabilities	2.6%	8.7%	13.9%	29.6%	45.2%
Community Mental Health	1.2%	1.8%	17.2%	27.6%	52.1%
Director's Office	0.0%	0.0%	28.6%	28.6%	42.9%
Emergency Medical Services	0.0%	5.9%	17.6%	47.1%	29.4%
Facility Standards	8.8%	8.8%	17.6%	35.3%	29.4%
Human Resources	0.0%	0.0%	31.3%	37.5%	31.3%
Idaho State School and Hospital	1.4%	6.4%	17.7%	36.9%	37.6%
Information Technology	1.1%	5.7%	31.0%	43.7%	18.4%
Laboratory Services	3.3%	13.3%	16.7%	23.3%	43.3%
Management Services	2.1%	4.2%	14.7%	43.2%	35.8%
Medical Assistance Services	4.3%	7.9%	20.0%	30.7%	37.1%
Physical Health Services	3.1%	6.3%	12.5%	46.9%	31.3%
State Hospital North	11.9%	7.1%	21.4%	31.0%	28.6%
State Hospital South	6.0%	11.2%	13.8%	43.1%	25.9%
Vital Statistics	0.0%	12.5%	4.2%	25.0%	58.3%
Welfare Support	0.0%	23.1%	7.7%	53.8%	15.4%
Other	2.9%	8.8%	20.6%	38.2%	29.4%

Management in the Department of Health and Welfare

2a. Please rate your level of agreement with the statement, "I have confidence that upper management has the skills and abilities to perform their jobs."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	9.1%	19.2%	26.8%	38.0%	6.9%
Child Support	2.7%	3.5%	16.8%	49.6%	27.4%
Children's Mental Health	2.0%	26.0%	14.0%	38.0%	20.0%
Child Welfare	10.2%	10.2%	31.0%	39.4%	9.3%
Developmental Disabilities	8.9%	16.8%	23.8%	34.7%	15.8%
Community Mental Health	14.2%	14.9%	25.5%	29.8%	15.6%
Director's Office	0.0%	9.1%	27.3%	27.3%	36.4%
Emergency Medical Services	0.0%	0.0%	41.2%	35.3%	23.5%
Facility Standards	0.0%	20.0%	33.3%	33.3%	13.3%
Human Resources	0.0%	0.0%	12.5%	31.3%	56.3%
Idaho State School and Hospital	19.4%	20.2%	31.0%	26.4%	3.1%
Information Technology	10.9%	15.2%	28.3%	35.9%	9.8%
Laboratory Services	0.0%	13.0%	34.8%	39.1%	13.0%
Management Services	8.6%	10.8%	33.3%	37.6%	9.7%
Medical Assistance Services	8.4%	11.9%	35.0%	32.2%	12.6%
Physical Health Services	15.9%	13.6%	31.8%	18.2%	20.5%
State Hospital North	5.9%	26.5%	29.4%	32.4%	5.9%
State Hospital South	5.2%	6.0%	26.7%	44.0%	18.1%
Vital Statistics	0.0%	5.6%	38.9%	22.2%	33.3%
Welfare Support	0.0%	0.0%	35.3%	29.4%	35.3%
Other	12.5%	9.4%	25.0%	37.5%	15.6%

2b. Please rate your level of agreement with the statement, "I have confidence that program managers have the skills and abilities to perform their jobs."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	7.4%	14.7%	22.1%	44.9%	10.9%
Child Support	1.7%	11.2%	18.1%	43.1%	25.9%
Children's Mental Health	0.0%	10.5%	14.0%	43.9%	31.6%
Child Welfare	6.3%	12.3%	18.2%	47.0%	16.2%
Developmental Disabilities	3.5%	5.3%	13.2%	46.5%	31.6%
Community Mental Health	3.7%	7.9%	13.4%	39.6%	35.4%
Director's Office	0.0%	20.0%	0.0%	50.0%	30.0%
Emergency Medical Services	0.0%	6.3%	18.8%	37.5%	37.5%
Facility Standards	12.1%	15.2%	9.1%	45.5%	18.2%
Human Resources	0.0%	0.0%	12.5%	50.0%	37.5%
Idaho State School and Hospital	4.4%	13.2%	34.6%	38.2%	9.6%
Information Technology	3.2%	21.5%	24.7%	40.9%	9.7%
Laboratory Services	0.0%	17.2%	20.7%	37.9%	24.1%
Management Services	3.2%	8.4%	29.5%	43.2%	15.8%
Medical Assistance Services	4.7%	18.0%	18.0%	38.0%	21.3%
Physical Health Services	15.2%	13.0%	10.9%	41.3%	19.6%
State Hospital North	2.4%	17.1%	34.1%	34.1%	12.2%
State Hospital South	4.3%	11.2%	18.1%	45.7%	20.7%
Vital Statistics	0.0%	4.3%	8.7%	47.8%	39.1%
Welfare Support	5.9%	5.9%	35.3%	23.5%	29.4%
Other	5.6%	2.8%	5.6%	50.0%	36.1%

Management in the Department of Health and Welfare

2c. Please rate your level of agreement with the statement, "I have confidence that frontline supervisors have the skills and abilities to perform their jobs."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	6.6%	13.0%	13.0%	46.2%	21.3%
Child Support	1.6%	15.6%	15.6%	39.8%	27.3%
Children's Mental Health	1.8%	12.3%	14.0%	43.9%	28.1%
Child Welfare	3.9%	11.0%	18.4%	43.5%	23.1%
Developmental Disabilities	2.6%	8.8%	10.5%	43.0%	35.1%
Community Mental Health	1.8%	8.6%	9.8%	36.8%	42.9%
Director's Office	0.0%	14.3%	14.3%	42.9%	28.6%
Emergency Medical Services	0.0%	11.8%	17.6%	47.1%	23.5%
Facility Standards	8.8%	11.8%	11.8%	41.2%	26.5%
Human Resources	0.0%	12.5%	25.0%	50.0%	12.5%
Idaho State School and Hospital	3.6%	10.1%	14.5%	46.4%	25.4%
Information Technology	0.0%	10.1%	22.5%	52.8%	14.6%
Laboratory Services	3.3%	13.3%	13.3%	36.7%	33.3%
Management Services	1.1%	6.4%	18.1%	42.6%	31.9%
Medical Assistance Services	3.5%	11.2%	22.4%	32.9%	30.1%
Physical Health Services	3.2%	12.9%	22.6%	35.5%	25.8%
State Hospital North	14.3%	14.3%	19.0%	26.2%	26.2%
State Hospital South	6.9%	7.8%	17.2%	38.8%	29.3%
Vital Statistics	4.0%	8.0%	4.0%	40.0%	44.0%
Welfare Support	0.0%	7.7%	38.5%	38.5%	15.4%
Other	2.9%	11.8%	17.6%	44.1%	23.5%

3a. Please rate your level of agreement with the statement, "Goals/objectives are clearly defined at the department level."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	10.7%	19.1%	18.7%	42.8%	8.7%
Child Support	2.4%	6.5%	13.8%	49.6%	27.6%
Children's Mental Health	8.5%	16.9%	13.6%	50.8%	10.2%
Child Welfare	6.4%	16.9%	24.9%	43.0%	8.8%
Developmental Disabilities	8.1%	14.4%	18.0%	46.8%	12.6%
Community Mental Health	9.8%	14.4%	24.2%	39.9%	11.8%
Director's Office	0.0%	20.0%	10.0%	40.0%	30.0%
Emergency Medical Services	0.0%	11.1%	22.2%	38.9%	27.8%
Facility Standards	11.8%	5.9%	41.2%	38.2%	2.9%
Human Resources	0.0%	0.0%	6.3%	37.5%	56.3%
Idaho State School and Hospital	10.6%	16.7%	31.1%	32.6%	9.1%
Information Technology	7.6%	19.6%	22.8%	39.1%	10.9%
Laboratory Services	7.4%	7.4%	22.2%	51.9%	11.1%
Management Services	7.3%	19.8%	17.7%	41.7%	13.5%
Medical Assistance Services	7.1%	19.5%	20.1%	40.3%	13.0%
Physical Health Services	11.4%	11.4%	15.9%	40.9%	20.5%
State Hospital North	10.5%	28.9%	21.1%	23.7%	15.8%
State Hospital South	4.3%	8.6%	20.7%	44.8%	21.6%
Vital Statistics	0.0%	4.5%	18.2%	50.0%	27.3%
Welfare Support	0.0%	11.8%	29.4%	41.2%	17.6%
Other	8.6%	17.1%	8.6%	48.6%	17.1%

Management in the Department of Health and Welfare

3b. Please rate your level of agreement with the statement, "Goals/objectives are clearly defined at the division level."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	11.8%	17.6%	22.3%	42.2%	6.1%
Child Support	2.4%	9.5%	11.1%	54.0%	23.0%
Children's Mental Health	10.3%	19.0%	12.1%	44.8%	13.8%
Child Welfare	4.4%	18.1%	24.6%	42.3%	10.5%
Developmental Disabilities	7.3%	11.8%	17.3%	50.0%	13.6%
Community Mental Health	7.2%	13.1%	25.5%	41.8%	12.4%
Director's Office	0.0%	44.4%	0.0%	44.4%	11.1%
Emergency Medical Services	0.0%	23.5%	23.5%	41.2%	11.8%
Facility Standards	14.7%	11.8%	32.4%	38.2%	2.9%
Human Resources	0.0%	6.7%	6.7%	40.0%	46.7%
Idaho State School and Hospital	9.4%	19.5%	31.3%	31.3%	8.6%
Information Technology	10.6%	27.7%	26.6%	27.7%	7.4%
Laboratory Services	3.7%	18.5%	29.6%	40.7%	7.4%
Management Services	10.2%	23.5%	23.5%	37.8%	5.1%
Medical Assistance Services	11.7%	23.4%	20.8%	33.8%	10.4%
Physical Health Services	15.2%	21.7%	15.2%	34.8%	13.0%
State Hospital North	5.4%	35.1%	27.0%	21.6%	10.8%
State Hospital South	5.3%	10.6%	21.2%	47.8%	15.0%
Vital Statistics	0.0%	4.3%	8.7%	60.9%	26.1%
Welfare Support	5.9%	5.9%	17.6%	47.1%	23.5%
Other	5.6%	8.3%	25.0%	50.0%	11.1%

3c. Please rate your level of agreement with the statement, "Goals/objectives are clearly defined at the program level."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	8.7%	17.3%	19.3%	46.3%	8.3%
Child Support	3.8%	10.8%	11.5%	44.6%	29.2%
Children's Mental Health	1.7%	25.9%	10.3%	46.6%	15.5%
Child Welfare	5.6%	12.9%	19.7%	46.6%	15.3%
Developmental Disabilities	7.0%	9.6%	10.5%	41.2%	31.6%
Community Mental Health	3.1%	10.6%	19.3%	41.6%	25.5%
Director's Office	0.0%	22.2%	22.2%	44.4%	11.1%
Emergency Medical Services	0.0%	17.6%	23.5%	23.5%	35.3%
Facility Standards	9.1%	15.2%	18.2%	33.3%	24.2%
Human Resources	0.0%	13.3%	13.3%	26.7%	46.7%
Idaho State School and Hospital	11.3%	23.3%	19.5%	37.6%	8.3%
Information Technology	5.5%	24.2%	18.7%	40.7%	11.0%
Laboratory Services	0.0%	10.7%	17.9%	57.1%	14.3%
Management Services	4.2%	15.8%	25.3%	40.0%	14.7%
Medical Assistance Services	6.5%	18.8%	16.9%	38.3%	19.5%
Physical Health Services	14.9%	12.8%	6.4%	46.8%	19.1%
State Hospital North	12.2%	31.7%	19.5%	29.3%	7.3%
State Hospital South	3.4%	11.2%	16.4%	46.6%	22.4%
Vital Statistics	4.3%	4.3%	8.7%	34.8%	47.8%
Welfare Support	5.9%	5.9%	29.4%	52.9%	5.9%
Other	8.3%	8.3%	13.9%	38.9%	30.6%

Management in the Department of Health and Welfare

4a. Please rate your level of agreement with the statement, "I have the opportunity to participate in the process of setting goals and objectives at the department level."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	29.3%	36.1%	19.7%	11.6%	3.4%
Child Support	9.8%	25.2%	30.9%	20.3%	13.8%
Children's Mental Health	33.9%	30.4%	16.1%	14.3%	5.4%
Child Welfare	29.8%	37.3%	21.4%	10.3%	1.2%
Developmental Disabilities	30.6%	33.3%	26.1%	8.1%	1.8%
Community Mental Health	31.0%	31.6%	21.3%	10.3%	5.8%
Director's Office	30.0%	50.0%	0.0%	10.0%	10.0%
Emergency Medical Services	33.3%	22.2%	27.8%	11.1%	5.6%
Facility Standards	36.4%	42.4%	21.2%	0.0%	0.0%
Human Resources	12.5%	31.3%	12.5%	25.0%	18.8%
Idaho State School and Hospital	30.5%	35.9%	20.6%	10.7%	2.3%
Information Technology	30.2%	39.6%	16.7%	11.5%	2.1%
Laboratory Services	22.2%	29.6%	22.2%	22.2%	3.7%
Management Services	22.7%	38.1%	21.6%	15.5%	2.1%
Medical Assistance Services	34.0%	37.3%	19.0%	5.9%	3.9%
Physical Health Services	44.2%	34.9%	16.3%	4.7%	0.0%
State Hospital North	34.1%	31.7%	19.5%	9.8%	4.9%
State Hospital South	14.5%	27.3%	33.6%	19.1%	5.5%
Vital Statistics	22.7%	45.5%	18.2%	9.1%	4.5%
Welfare Support	5.9%	47.1%	35.3%	11.8%	0.0%
Other	27.8%	30.6%	27.8%	11.1%	2.8%

4b. Please rate your level of agreement with the statement, "I have the opportunity to participate in the process of setting goals and objectives at the division level."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	27.4%	38.9%	23.0%	9.1%	1.7%
Child Support	9.5%	26.2%	34.9%	19.0%	10.3%
Children's Mental Health	29.1%	34.5%	21.8%	10.9%	3.6%
Child Welfare	23.7%	39.9%	24.9%	10.7%	.8%
Developmental Disabilities	25.2%	30.6%	27.9%	14.4%	1.8%
Community Mental Health	25.8%	35.1%	23.8%	9.9%	5.3%
Director's Office	33.3%	44.4%	11.1%	11.1%	0.0%
Emergency Medical Services	29.4%	29.4%	29.4%	5.9%	5.9%
Facility Standards	36.4%	42.4%	18.2%	3.0%	0.0%
Human Resources	12.5%	6.3%	12.5%	25.0%	43.8%
Idaho State School and Hospital	29.5%	37.1%	22.7%	9.8%	.8%
Information Technology	26.0%	31.3%	20.8%	19.8%	2.1%
Laboratory Services	22.2%	33.3%	29.6%	14.8%	0.0%
Management Services	16.5%	38.1%	21.6%	21.6%	2.1%
Medical Assistance Services	29.9%	34.4%	20.1%	13.0%	2.6%
Physical Health Services	44.4%	33.3%	11.1%	8.9%	2.2%
State Hospital North	34.1%	36.6%	17.1%	9.8%	2.4%
State Hospital South	17.3%	27.3%	37.3%	15.5%	2.7%
Vital Statistics	17.4%	26.1%	34.8%	13.0%	8.7%
Welfare Support	6.3%	25.0%	37.5%	18.8%	12.5%
Other	22.2%	30.6%	30.6%	13.9%	2.8%

Management in the Department of Health and Welfare

4c. Please rate your level of agreement with the statement, "I have the opportunity to participate in the process of setting goals and objectives at the program level."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	22.8%	31.5%	19.8%	21.1%	4.7%
Child Support	9.4%	18.8%	21.1%	32.8%	18.0%
Children's Mental Health	14.3%	33.9%	16.1%	23.2%	12.5%
Child Welfare	20.9%	31.2%	20.9%	21.7%	5.1%
Developmental Disabilities	7.8%	14.8%	16.5%	39.1%	21.7%
Community Mental Health	11.7%	21.0%	19.1%	30.9%	17.3%
Director's Office	0.0%	20.0%	40.0%	20.0%	20.0%
Emergency Medical Services	0.0%	11.8%	17.6%	41.2%	29.4%
Facility Standards	23.5%	17.6%	14.7%	26.5%	17.6%
Human Resources	12.5%	0.0%	18.8%	25.0%	43.8%
Idaho State School and Hospital	19.3%	20.7%	21.5%	34.1%	4.4%
Information Technology	14.6%	22.9%	20.8%	30.2%	11.5%
Laboratory Services	16.7%	6.7%	23.3%	40.0%	13.3%
Management Services	8.3%	27.1%	15.6%	36.5%	12.5%
Medical Assistance Services	11.6%	20.0%	13.5%	39.4%	15.5%
Physical Health Services	17.0%	12.8%	6.4%	46.8%	17.0%
State Hospital North	18.6%	23.3%	37.2%	20.9%	0.0%
State Hospital South	11.5%	15.9%	25.7%	33.6%	13.3%
Vital Statistics	4.5%	18.2%	22.7%	36.4%	18.2%
Welfare Support	5.9%	23.5%	17.6%	47.1%	5.9%
Other	18.9%	10.8%	18.9%	24.3%	27.0%

5. Please rate your level of agreement with the statement, "Staff work responsibilities in my program or unit are clear."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	5.0%	17.2%	10.9%	49.2%	17.8%
Child Support	8.4%	13.0%	6.1%	44.3%	28.2%
Children's Mental Health	10.2%	25.4%	15.3%	33.9%	15.3%
Child Welfare	6.2%	13.9%	12.0%	51.7%	16.2%
Developmental Disabilities	7.7%	9.4%	12.0%	40.2%	30.8%
Community Mental Health	1.2%	13.3%	6.7%	53.3%	25.5%
Director's Office	0.0%	0.0%	0.0%	45.5%	54.5%
Emergency Medical Services	0.0%	16.7%	16.7%	33.3%	33.3%
Facility Standards	8.8%	14.7%	20.6%	23.5%	32.4%
Human Resources	0.0%	12.5%	6.3%	25.0%	56.3%
Idaho State School and Hospital	3.7%	19.9%	8.8%	44.1%	23.5%
Information Technology	7.1%	20.4%	12.2%	43.9%	16.3%
Laboratory Services	6.3%	6.3%	12.5%	56.3%	18.8%
Management Services	5.1%	15.2%	10.1%	37.4%	32.3%
Medical Assistance Services	7.2%	15.8%	11.8%	42.8%	22.4%
Physical Health Services	8.7%	17.4%	8.7%	45.7%	19.6%
State Hospital North	20.5%	11.4%	22.7%	34.1%	11.4%
State Hospital South	4.4%	12.3%	8.8%	44.7%	29.8%
Vital Statistics	0.0%	8.0%	4.0%	56.0%	32.0%
Welfare Support	5.9%	5.9%	0.0%	58.8%	29.4%
Other	5.4%	13.5%	8.1%	37.8%	35.1%

Management in the Department of Health and Welfare

6a. Please rate your level of agreement with the statement, "Cooperation is effective within my division."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	10.9%	24.6%	30.9%	27.7%	6.0%
Child Support	3.9%	14.8%	25.0%	39.1%	17.2%
Children's Mental Health	1.9%	22.2%	31.5%	35.2%	9.3%
Child Welfare	6.1%	21.1%	28.9%	39.0%	4.9%
Developmental Disabilities	8.7%	12.5%	38.5%	30.8%	9.6%
Community Mental Health	10.1%	10.8%	31.8%	33.8%	13.5%
Director's Office	0.0%	25.0%	12.5%	0.0%	62.5%
Emergency Medical Services	0.0%	23.5%	29.4%	41.2%	5.9%
Facility Standards	12.9%	22.6%	29.0%	32.3%	3.2%
Human Resources	0.0%	6.3%	0.0%	31.3%	62.5%
Idaho State School and Hospital	15.7%	20.5%	24.4%	33.9%	5.5%
Information Technology	16.8%	21.1%	24.2%	31.6%	6.3%
Laboratory Services	10.7%	17.9%	21.4%	46.4%	3.6%
Management Services	5.2%	21.9%	27.1%	35.4%	10.4%
Medical Assistance Services	12.8%	26.8%	28.9%	22.1%	9.4%
Physical Health Services	18.2%	15.9%	27.3%	27.3%	11.4%
State Hospital North	12.8%	20.5%	30.8%	35.9%	0.0%
State Hospital South	8.4%	24.3%	23.4%	33.6%	10.3%
Vital Statistics	8.7%	0.0%	30.4%	34.8%	26.1%
Welfare Support	11.8%	0.0%	23.5%	52.9%	11.8%
Other	6.1%	12.1%	33.3%	36.4%	12.1%

Management in the Department of Health and Welfare

6b. Please rate your level of agreement with the statement, "Cooperation is effective within my program."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	10.4%	19.9%	19.2%	38.4%	12.1%
Child Support	7.9%	12.6%	13.4%	44.1%	22.0%
Children's Mental Health	1.7%	10.2%	13.6%	44.1%	30.5%
Child Welfare	5.1%	20.0%	17.3%	40.0%	17.6%
Developmental Disabilities	6.0%	6.9%	7.8%	42.2%	37.1%
Community Mental Health	4.9%	11.6%	7.3%	45.1%	31.1%
Director's Office	0.0%	10.0%	0.0%	20.0%	70.0%
Emergency Medical Services	5.6%	5.6%	16.7%	33.3%	38.9%
Facility Standards	14.7%	8.8%	8.8%	38.2%	29.4%
Human Resources	0.0%	6.3%	0.0%	25.0%	68.8%
Idaho State School and Hospital	9.6%	17.8%	19.3%	42.2%	11.1%
Information Technology	5.3%	10.5%	16.8%	45.3%	22.1%
Laboratory Services	6.7%	20.0%	16.7%	40.0%	16.7%
Management Services	2.2%	16.1%	10.8%	38.7%	32.3%
Medical Assistance Services	3.9%	9.2%	19.0%	39.2%	28.8%
Physical Health Services	6.5%	8.7%	13.0%	39.1%	32.6%
State Hospital North	9.5%	23.8%	16.7%	40.5%	9.5%
State Hospital South	7.1%	11.5%	14.2%	46.9%	20.4%
Vital Statistics	0.0%	9.1%	9.1%	31.8%	50.0%
Welfare Support	11.8%	0.0%	11.8%	70.6%	5.9%
Other	5.4%	5.4%	21.6%	35.1%	32.4%

Management in the Department of Health and Welfare

7. Please rate your level of agreement with the statement, "I have the authority I need from superiors to do my job effectively."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	8.0%	14.0%	13.6%	46.2%	18.3%
Child Support	6.1%	9.2%	5.3%	48.9%	30.5%
Children's Mental Health	0.0%	11.9%	11.9%	42.4%	33.9%
Child Welfare	5.0%	11.6%	11.2%	51.9%	20.2%
Developmental Disabilities	3.4%	6.8%	10.3%	44.4%	35.0%
Community Mental Health	4.3%	7.4%	11.0%	44.2%	33.1%
Director's Office	0.0%	27.3%	9.1%	18.2%	45.5%
Emergency Medical Services	0.0%	5.6%	22.2%	38.9%	33.3%
Facility Standards	17.6%	8.8%	14.7%	35.3%	23.5%
Human Resources	0.0%	0.0%	6.3%	18.8%	75.0%
Idaho State School and Hospital	7.1%	17.1%	7.9%	40.7%	27.1%
Information Technology	0.0%	18.2%	12.1%	41.4%	28.3%
Laboratory Services	0.0%	3.1%	0.0%	75.0%	21.9%
Management Services	5.1%	8.1%	7.1%	48.5%	31.3%
Medical Assistance Services	5.2%	12.3%	16.2%	43.5%	22.7%
Physical Health Services	23.9%	8.7%	6.5%	41.3%	19.6%
State Hospital North	11.6%	14.0%	11.6%	37.2%	25.6%
State Hospital South	5.1%	12.0%	12.0%	43.6%	27.4%
Vital Statistics	0.0%	4.0%	4.0%	56.0%	36.0%
Welfare Support	5.9%	11.8%	5.9%	52.9%	23.5%
Other	8.1%	10.8%	5.4%	37.8%	37.8%

8. Please rate your level of agreement with the statement, "I have confidence in upper-level management decision-making."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	26.0%	23.7%	26.7%	21.7%	2.0%
Child Support	9.4%	11.8%	27.6%	36.2%	15.0%
Children's Mental Health	19.3%	17.5%	19.3%	33.3%	10.5%
Child Welfare	15.2%	28.4%	28.4%	24.1%	3.9%
Developmental Disabilities	18.3%	20.0%	28.7%	25.2%	7.8%
Community Mental Health	19.0%	24.7%	25.3%	24.1%	7.0%
Director's Office	9.1%	27.3%	27.3%	0.0%	36.4%
Emergency Medical Services	0.0%	22.2%	44.4%	27.8%	5.6%
Facility Standards	23.5%	11.8%	29.4%	23.5%	11.8%
Human Resources	0.0%	0.0%	12.5%	18.8%	68.8%
Idaho State School and Hospital	33.8%	25.2%	28.1%	10.1%	2.9%
Information Technology	18.4%	20.4%	29.6%	24.5%	7.1%
Laboratory Services	3.6%	35.7%	39.3%	21.4%	0.0%
Management Services	16.3%	23.5%	29.6%	22.4%	8.2%
Medical Assistance Services	17.9%	25.2%	28.5%	21.9%	6.6%
Physical Health Services	15.6%	35.6%	20.0%	24.4%	4.4%
State Hospital North	19.0%	38.1%	28.6%	11.9%	2.4%
State Hospital South	9.4%	23.9%	27.4%	31.6%	7.7%
Vital Statistics	4.5%	13.6%	40.9%	27.3%	13.6%
Welfare Support	11.8%	5.9%	11.8%	64.7%	5.9%
Other	11.1%	22.2%	19.4%	33.3%	13.9%

Workload and Staffing

1. Please rate your level of agreement with the statement, "I generally have enough time to do the work assigned to me."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	47.7%	27.1%	6.2%	17.3%	1.6%
Child Support	31.3%	35.1%	6.9%	22.9%	3.8%
Children's Mental Health	26.7%	30.0%	11.7%	25.0%	6.7%
Child Welfare	35.9%	31.7%	8.5%	21.6%	2.3%
Developmental Disabilities	23.7%	31.4%	7.6%	33.9%	3.4%
Community Mental Health	16.3%	25.9%	11.4%	38.0%	8.4%
Director's Office	9.1%	27.3%	9.1%	27.3%	27.3%
Emergency Medical Services	16.7%	22.2%	5.6%	38.9%	16.7%
Facility Standards	20.6%	17.6%	20.6%	32.4%	8.8%
Human Resources	21.4%	21.4%	7.1%	35.7%	14.3%
Idaho State School and Hospital	7.8%	19.1%	11.3%	46.8%	14.9%
Information Technology	6.0%	24.0%	9.0%	49.0%	12.0%
Laboratory Services	6.3%	6.3%	9.4%	71.9%	6.3%
Management Services	13.1%	21.2%	13.1%	44.4%	8.1%
Medical Assistance Services	11.5%	30.1%	9.0%	45.5%	3.8%
Physical Health Services	6.4%	31.9%	10.6%	40.4%	10.6%
State Hospital North	9.1%	11.4%	18.2%	47.7%	13.6%
State Hospital South	2.6%	24.8%	19.7%	46.2%	6.8%
Vital Statistics	0.0%	7.7%	7.7%	61.5%	23.1%
Welfare Support	11.8%	35.3%	29.4%	23.5%	0.0%
Other	18.9%	27.0%	8.1%	40.5%	5.4%

Management in the Department of Health and Welfare

2a. Please rate your level of agreement with the statement, "The upper management regularly monitors staff workload for my program."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	26.5%	25.7%	26.1%	19.2%	2.4%
Child Support	13.6%	20.4%	29.1%	30.1%	6.8%
Children's Mental Health	19.6%	28.3%	32.6%	15.2%	4.3%
Child Welfare	19.4%	27.6%	36.2%	14.8%	2.0%
Developmental Disabilities	27.5%	34.1%	25.3%	11.0%	2.2%
Community Mental Health	26.7%	33.3%	27.5%	7.5%	5.0%
Director's Office	11.1%	11.1%	11.1%	44.4%	22.2%
Emergency Medical Services	20.0%	40.0%	26.7%	13.3%	0.0%
Facility Standards	22.2%	14.8%	37.0%	22.2%	3.7%
Human Resources	6.7%	13.3%	26.7%	40.0%	13.3%
Idaho State School and Hospital	34.4%	31.3%	25.8%	8.6%	0.0%
Information Technology	17.5%	32.5%	28.8%	18.8%	2.5%
Laboratory Services	33.3%	9.5%	23.8%	33.3%	0.0%
Management Services	19.0%	38.0%	22.8%	17.7%	2.5%
Medical Assistance Services	28.6%	32.3%	25.6%	11.3%	2.3%
Physical Health Services	38.5%	20.5%	28.2%	12.8%	0.0%
State Hospital North	16.7%	50.0%	20.0%	13.3%	0.0%
State Hospital South	16.5%	29.1%	39.8%	11.7%	2.9%
Vital Statistics	0.0%	35.7%	50.0%	7.1%	7.1%
Welfare Support	12.5%	25.0%	31.3%	25.0%	6.3%
Other	7.7%	30.8%	23.1%	26.9%	11.5%

Management in the Department of Health and Welfare

2b. Please rate your level of agreement with the statement, "The program managers regularly monitor staff workload for my program."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	17.0%	23.9%	23.9%	30.3%	4.9%
Child Support	11.3%	14.8%	20.0%	43.5%	10.4%
Children's Mental Health	13.5%	11.5%	25.0%	34.6%	15.4%
Child Welfare	12.0%	21.5%	21.5%	37.8%	7.3%
Developmental Disabilities	11.3%	11.3%	18.9%	50.0%	8.5%
Community Mental Health	7.9%	12.6%	24.5%	41.1%	13.9%
Director's Office	0.0%	14.3%	28.6%	28.6%	28.6%
Emergency Medical Services	0.0%	25.0%	12.5%	43.8%	18.8%
Facility Standards	12.5%	9.4%	34.4%	31.3%	12.5%
Human Resources	7.1%	21.4%	35.7%	28.6%	7.1%
Idaho State School and Hospital	15.2%	26.5%	25.0%	30.3%	3.0%
Information Technology	8.1%	19.8%	26.7%	40.7%	4.7%
Laboratory Services	16.0%	20.0%	24.0%	28.0%	12.0%
Management Services	7.6%	29.1%	26.6%	32.9%	3.8%
Medical Assistance Services	11.6%	23.3%	17.8%	34.9%	12.3%
Physical Health Services	10.6%	12.8%	12.8%	44.7%	19.1%
State Hospital North	15.2%	42.4%	18.2%	21.2%	3.0%
State Hospital South	12.5%	19.6%	31.3%	27.7%	8.9%
Vital Statistics	0.0%	4.3%	26.1%	43.5%	26.1%
Welfare Support	5.9%	11.8%	41.2%	29.4%	11.8%
Other	2.9%	8.6%	14.3%	57.1%	17.1%

2c. Please rate your level of agreement with the statement, "The frontline supervisors regularly monitor staff workload for my program."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	6.0%	13.7%	9.4%	44.1%	26.8%
Child Support	6.3%	7.1%	14.3%	43.7%	28.6%
Children's Mental Health	1.7%	6.8%	16.9%	47.5%	27.1%
Child Welfare	5.6%	6.4%	12.0%	48.0%	28.0%
Developmental Disabilities	4.4%	5.3%	6.1%	50.0%	34.2%
Community Mental Health	5.5%	3.7%	4.9%	47.6%	38.4%
Director's Office	0.0%	0.0%	33.3%	16.7%	50.0%
Emergency Medical Services	0.0%	11.8%	29.4%	35.3%	23.5%
Facility Standards	11.8%	2.9%	8.8%	35.3%	41.2%
Human Resources	16.7%	16.7%	33.3%	25.0%	8.3%
Idaho State School and Hospital	5.8%	8.7%	9.4%	50.0%	26.1%
Information Technology	2.2%	7.9%	15.7%	51.7%	22.5%
Laboratory Services	15.4%	0.0%	7.7%	53.8%	23.1%
Management Services	1.0%	12.4%	8.2%	48.5%	29.9%
Medical Assistance Services	6.4%	12.8%	21.3%	33.3%	26.2%
Physical Health Services	0.0%	10.0%	26.7%	53.3%	10.0%
State Hospital North	9.5%	7.1%	19.0%	50.0%	14.3%
State Hospital South	7.0%	12.2%	20.0%	45.2%	15.7%
Vital Statistics	0.0%	4.2%	8.3%	41.7%	45.8%
Welfare Support	0.0%	26.7%	33.3%	33.3%	6.7%
Other	5.9%	8.8%	17.6%	47.1%	20.6%

Management in the Department of Health and Welfare

3a. Please rate your level of agreement with the statement, "To the extent possible, the upper management makes adjustments to staff workload when necessary."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	40.0%	28.3%	21.9%	9.4%	.4%
Child Support	21.3%	17.6%	33.3%	23.1%	4.6%
Children's Mental Health	26.1%	23.9%	37.0%	8.7%	4.3%
Child Welfare	31.7%	34.6%	25.5%	7.7%	.5%
Developmental Disabilities	29.8%	28.7%	29.8%	8.5%	3.2%
Community Mental Health	31.3%	29.0%	30.5%	6.1%	3.1%
Director's Office	0.0%	14.3%	42.9%	14.3%	28.6%
Emergency Medical Services	26.7%	33.3%	26.7%	13.3%	0.0%
Facility Standards	25.0%	17.9%	46.4%	7.1%	3.6%
Human Resources	6.7%	13.3%	26.7%	26.7%	26.7%
Idaho State School and Hospital	37.5%	27.3%	27.3%	5.5%	2.3%
Information Technology	16.3%	33.8%	30.0%	13.8%	6.3%
Laboratory Services	40.9%	13.6%	27.3%	18.2%	0.0%
Management Services	17.6%	35.3%	27.1%	16.5%	3.5%
Medical Assistance Services	31.1%	31.9%	25.2%	8.1%	3.7%
Physical Health Services	42.5%	10.0%	30.0%	15.0%	2.5%
State Hospital North	33.3%	24.2%	30.3%	12.1%	0.0%
State Hospital South	15.9%	29.9%	36.4%	16.8%	.9%
Vital Statistics	8.3%	8.3%	50.0%	25.0%	8.3%
Welfare Support	11.8%	23.5%	23.5%	29.4%	11.8%
Other	22.2%	25.9%	25.9%	18.5%	7.4%

3b. Please rate your level of agreement with the statement, "To the extent possible, program managers make adjustments to staff workload when necessary."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	31.0%	27.4%	21.7%	18.4%	1.4%
Child Support	20.2%	14.3%	23.5%	34.5%	7.6%
Children's Mental Health	13.2%	22.6%	26.4%	26.4%	11.3%
Child Welfare	24.8%	28.7%	17.8%	22.2%	6.5%
Developmental Disabilities	12.6%	19.8%	19.8%	35.1%	12.6%
Community Mental Health	11.2%	19.7%	23.0%	34.2%	11.8%
Director's Office	0.0%	0.0%	57.1%	28.6%	14.3%
Emergency Medical Services	11.1%	16.7%	22.2%	33.3%	16.7%
Facility Standards	24.2%	9.1%	30.3%	27.3%	9.1%
Human Resources	7.1%	7.1%	28.6%	35.7%	21.4%
Idaho State School and Hospital	17.4%	25.8%	30.3%	18.9%	7.6%
Information Technology	5.8%	26.7%	30.2%	26.7%	10.5%
Laboratory Services	25.0%	16.7%	25.0%	29.2%	4.2%
Management Services	12.6%	26.4%	24.1%	31.0%	5.7%
Medical Assistance Services	14.7%	17.5%	22.4%	33.6%	11.9%
Physical Health Services	14.9%	14.9%	10.6%	51.1%	8.5%
State Hospital North	26.5%	17.6%	26.5%	26.5%	2.9%
State Hospital South	16.1%	20.5%	25.0%	32.1%	6.3%
Vital Statistics	0.0%	0.0%	8.3%	70.8%	20.8%
Welfare Support	5.9%	11.8%	29.4%	41.2%	11.8%
Other	8.6%	14.3%	14.3%	54.3%	8.6%

Management in the Department of Health and Welfare

3c. Please rate your level of agreement with the statement, "To the extent possible, frontline supervisors make adjustments to staff workload when necessary."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	13.3%	16.3%	12.7%	42.3%	15.3%
Child Support	13.4%	15.0%	11.8%	38.6%	21.3%
Children's Mental Health	3.4%	12.1%	15.5%	50.0%	19.0%
Child Welfare	11.2%	15.2%	16.4%	40.0%	17.2%
Developmental Disabilities	7.0%	12.2%	10.4%	44.3%	26.1%
Community Mental Health	5.5%	6.7%	6.7%	48.2%	32.9%
Director's Office	0.0%	0.0%	40.0%	20.0%	40.0%
Emergency Medical Services	11.8%	5.9%	29.4%	35.3%	17.6%
Facility Standards	9.1%	18.2%	12.1%	39.4%	21.2%
Human Resources	16.7%	0.0%	33.3%	25.0%	25.0%
Idaho State School and Hospital	8.5%	5.7%	17.7%	50.4%	17.7%
Information Technology	2.2%	13.3%	20.0%	46.7%	17.8%
Laboratory Services	14.8%	11.1%	11.1%	48.1%	14.8%
Management Services	3.1%	12.5%	19.8%	40.6%	24.0%
Medical Assistance Services	9.3%	11.4%	21.4%	37.1%	20.7%
Physical Health Services	10.0%	10.0%	26.7%	43.3%	10.0%
State Hospital North	11.6%	9.3%	18.6%	44.2%	16.3%
State Hospital South	7.8%	13.9%	15.7%	44.3%	18.3%
Vital Statistics	0.0%	0.0%	7.7%	53.8%	38.5%
Welfare Support	7.1%	21.4%	35.7%	14.3%	21.4%
Other	8.8%	14.7%	17.6%	44.1%	14.7%

4. Please rate your level of agreement with the statement, "My program or unit has enough staff to carry out its responsibilities."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	61.4%	25.1%	3.6%	8.6%	1.3%
Child Support	56.2%	30.0%	3.1%	9.2%	1.5%
Children's Mental Health	31.7%	48.3%	3.3%	13.3%	3.3%
Child Welfare	44.4%	35.8%	9.3%	9.7%	.8%
Developmental Disabilities	51.7%	33.1%	5.1%	8.5%	1.7%
Community Mental Health	33.5%	31.7%	9.0%	19.2%	6.6%
Director's Office	9.1%	45.5%	18.2%	0.0%	27.3%
Emergency Medical Services	44.4%	27.8%	5.6%	16.7%	5.6%
Facility Standards	57.1%	25.7%	8.6%	8.6%	0.0%
Human Resources	20.0%	33.3%	6.7%	26.7%	13.3%
Idaho State School and Hospital	26.2%	26.2%	15.6%	25.5%	6.4%
Information Technology	21.2%	33.3%	17.2%	20.2%	8.1%
Laboratory Services	15.6%	9.4%	9.4%	59.4%	6.3%
Management Services	25.3%	19.2%	12.1%	33.3%	10.1%
Medical Assistance Services	26.0%	31.2%	14.9%	24.7%	3.2%
Physical Health Services	27.7%	23.4%	10.6%	38.3%	0.0%
State Hospital North	29.5%	29.5%	15.9%	22.7%	2.3%
State Hospital South	14.5%	23.9%	23.9%	35.0%	2.6%
Vital Statistics	4.2%	12.5%	20.8%	54.2%	8.3%
Welfare Support	17.6%	41.2%	23.5%	17.6%	0.0%
Other	36.1%	33.3%	11.1%	16.7%	2.8%

Management in the Department of Health and Welfare

5. Please rate your level of agreement with the statement, "My program or unit has sufficiently qualified staff to carry out its responsibilities."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	26.5%	26.1%	12.1%	26.5%	8.8%
Child Support	20.2%	18.6%	8.5%	38.8%	14.0%
Children's Mental Health	5.2%	22.4%	5.2%	46.6%	20.7%
Child Welfare	16.2%	24.7%	13.1%	35.1%	10.8%
Developmental Disabilities	16.1%	14.4%	6.8%	35.6%	27.1%
Community Mental Health	7.8%	14.4%	7.8%	47.3%	22.8%
Director's Office	0.0%	9.1%	9.1%	27.3%	54.5%
Emergency Medical Services	11.1%	22.2%	22.2%	33.3%	11.1%
Facility Standards	17.1%	8.6%	22.9%	28.6%	22.9%
Human Resources	0.0%	6.3%	6.3%	25.0%	62.5%
Idaho State School and Hospital	12.1%	23.4%	12.8%	36.2%	15.6%
Information Technology	8.0%	32.0%	11.0%	36.0%	13.0%
Laboratory Services	9.4%	21.9%	3.1%	50.0%	15.6%
Management Services	8.2%	12.2%	10.2%	46.9%	22.4%
Medical Assistance Services	9.7%	18.7%	8.4%	38.7%	24.5%
Physical Health Services	12.8%	14.9%	4.3%	46.8%	21.3%
State Hospital North	18.2%	18.2%	13.6%	36.4%	13.6%
State Hospital South	4.3%	18.1%	14.7%	49.1%	13.8%
Vital Statistics	0.0%	12.0%	8.0%	52.0%	28.0%
Welfare Support	5.9%	23.5%	23.5%	47.1%	0.0%
Other	8.1%	8.1%	10.8%	51.4%	21.6%

6. Please rate your level of agreement with the statement, "Upper management sets high standards for the services we provide."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	3.0%	5.0%	11.4%	57.4%	23.2%
Child Support	1.6%	.8%	11.7%	54.7%	31.3%
Children's Mental Health	0.0%	5.3%	10.5%	54.4%	29.8%
Child Welfare	1.6%	4.8%	20.2%	54.8%	18.7%
Developmental Disabilities	9.9%	5.4%	20.7%	47.7%	16.2%
Community Mental Health	7.8%	4.5%	29.9%	39.6%	18.2%
Director's Office	0.0%	0.0%	9.1%	36.4%	54.5%
Emergency Medical Services	0.0%	17.6%	5.9%	52.9%	23.5%
Facility Standards	6.1%	3.0%	18.2%	45.5%	27.3%
Human Resources	0.0%	0.0%	0.0%	31.3%	68.8%
Idaho State School and Hospital	9.0%	16.4%	23.1%	40.3%	11.2%
Information Technology	2.1%	16.0%	25.5%	40.4%	16.0%
Laboratory Services	3.7%	18.5%	25.9%	48.1%	3.7%
Management Services	5.2%	7.3%	25.0%	45.8%	16.7%
Medical Assistance Services	1.3%	10.7%	25.3%	50.7%	12.0%
Physical Health Services	14.9%	10.6%	21.3%	38.3%	14.9%
State Hospital North	2.6%	12.8%	43.6%	35.9%	5.1%
State Hospital South	1.8%	9.7%	17.7%	53.1%	17.7%
Vital Statistics	0.0%	4.5%	18.2%	45.5%	31.8%
Welfare Support	0.0%	11.8%	11.8%	41.2%	35.3%
Other	6.1%	9.1%	15.2%	54.5%	15.2%

Management in the Department of Health and Welfare

7. Please rate your level of agreement with the statement, "Each employee is held personally accountable for the quality of work he/she produces."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	10.1%	18.3%	11.4%	43.5%	16.7%
Child Support	12.4%	20.2%	5.4%	37.2%	24.8%
Children's Mental Health	3.4%	10.3%	12.1%	55.2%	19.0%
Child Welfare	7.1%	19.6%	16.5%	42.7%	14.1%
Developmental Disabilities	9.4%	8.5%	14.5%	48.7%	18.8%
Community Mental Health	8.5%	18.9%	11.0%	44.5%	17.1%
Director's Office	0.0%	18.2%	9.1%	45.5%	27.3%
Emergency Medical Services	5.6%	22.2%	22.2%	33.3%	16.7%
Facility Standards	11.8%	11.8%	14.7%	41.2%	20.6%
Human Resources	0.0%	6.3%	12.5%	37.5%	43.8%
Idaho State School and Hospital	18.7%	25.9%	11.5%	32.4%	11.5%
Information Technology	11.2%	23.5%	15.3%	37.8%	12.2%
Laboratory Services	10.0%	23.3%	10.0%	46.7%	10.0%
Management Services	6.1%	17.3%	7.1%	45.9%	23.5%
Medical Assistance Services	11.1%	20.9%	9.8%	46.4%	11.8%
Physical Health Services	10.6%	21.3%	14.9%	42.6%	10.6%
State Hospital North	20.5%	31.8%	18.2%	20.5%	9.1%
State Hospital South	11.1%	20.5%	16.2%	39.3%	12.8%
Vital Statistics	3.8%	7.7%	11.5%	46.2%	30.8%
Welfare Support	11.8%	35.3%	0.0%	35.3%	17.6%
Other	14.7%	11.8%	5.9%	47.1%	20.6%

Management in the Department of Health and Welfare

8. Please rate your level of agreement with the statement, "To the extent possible, the Department of Health and Welfare rewards (not necessarily monetary) staff on the basis of merit and performance."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	40.3%	33.9%	14.6%	9.2%	2.0%
Child Support	24.0%	22.4%	20.0%	31.2%	2.4%
Children's Mental Health	24.6%	35.1%	24.6%	14.0%	1.8%
Child Welfare	36.2%	31.1%	18.1%	13.8%	.8%
Developmental Disabilities	24.1%	24.1%	25.9%	23.2%	2.7%
Community Mental Health	33.5%	29.3%	20.1%	14.6%	2.4%
Director's Office	10.0%	30.0%	10.0%	50.0%	0.0%
Emergency Medical Services	31.3%	31.3%	25.0%	6.3%	6.3%
Facility Standards	60.0%	22.9%	5.7%	11.4%	0.0%
Human Resources	6.7%	6.7%	6.7%	66.7%	13.3%
Idaho State School and Hospital	34.6%	30.1%	21.3%	11.0%	2.9%
Information Technology	27.3%	34.3%	18.2%	17.2%	3.0%
Laboratory Services	29.0%	35.5%	29.0%	6.5%	0.0%
Management Services	27.6%	25.5%	22.4%	21.4%	3.1%
Medical Assistance Services	33.6%	26.3%	22.4%	15.1%	2.6%
Physical Health Services	44.4%	22.2%	20.0%	13.3%	0.0%
State Hospital North	39.5%	30.2%	14.0%	14.0%	2.3%
State Hospital South	27.4%	36.3%	22.1%	11.5%	2.7%
Vital Statistics	16.0%	24.0%	28.0%	24.0%	8.0%
Welfare Support	26.7%	26.7%	20.0%	26.7%	0.0%
Other	27.8%	38.9%	16.7%	11.1%	5.6%

Management in the Department of Health and Welfare

9. Please rate your level of agreement with the statement, "Workload is appropriately allocated among the staff in my program/office who do the same type of work I do."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	22.9%	19.3%	12.3%	38.5%	7.0%
Child Support	15.0%	15.0%	15.7%	46.5%	7.9%
Children's Mental Health	6.9%	32.8%	17.2%	37.9%	5.2%
Child Welfare	15.7%	21.3%	15.3%	42.6%	5.2%
Developmental Disabilities	11.1%	15.4%	23.1%	43.6%	6.8%
Community Mental Health	11.4%	15.7%	14.5%	51.2%	7.2%
Director's Office	0.0%	0.0%	27.3%	45.5%	27.3%
Emergency Medical Services	17.6%	23.5%	17.6%	35.3%	5.9%
Facility Standards	25.7%	8.6%	20.0%	31.4%	14.3%
Human Resources	0.0%	6.7%	26.7%	26.7%	40.0%
Idaho State School and Hospital	11.3%	22.7%	16.3%	36.9%	12.8%
Information Technology	5.2%	19.8%	17.7%	46.9%	10.4%
Laboratory Services	13.3%	13.3%	20.0%	50.0%	3.3%
Management Services	9.3%	15.5%	15.5%	50.5%	9.3%
Medical Assistance Services	11.8%	20.3%	15.7%	46.4%	5.9%
Physical Health Services	14.0%	16.3%	25.6%	39.5%	4.7%
State Hospital North	15.9%	20.5%	22.7%	36.4%	4.5%
State Hospital South	12.2%	13.9%	27.0%	33.9%	13.0%
Vital Statistics	0.0%	3.8%	15.4%	65.4%	15.4%
Welfare Support	6.3%	25.0%	18.8%	37.5%	12.5%
Other	11.4%	11.4%	17.1%	51.4%	8.6%

Policies and Training

1. Please rate your level of agreement with the statement, "My program has established adequate standards, policies and procedures to guide me in my work."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	8.8%	22.8%	18.9%	43.3%	6.2%
Child Support	3.8%	9.9%	7.6%	67.9%	10.7%
Children's Mental Health	6.7%	20.0%	20.0%	43.3%	10.0%
Child Welfare	4.2%	9.7%	16.2%	54.8%	15.1%
Developmental Disabilities	3.4%	9.3%	15.3%	54.2%	17.8%
Community Mental Health	3.6%	13.9%	16.4%	51.5%	14.5%
Director's Office	0.0%	0.0%	0.0%	70.0%	30.0%
Emergency Medical Services	5.6%	22.2%	16.7%	38.9%	16.7%
Facility Standards	5.7%	8.6%	17.1%	34.3%	34.3%
Human Resources	0.0%	0.0%	0.0%	37.5%	62.5%
Idaho State School and Hospital	5.0%	15.0%	15.7%	52.1%	12.1%
Information Technology	6.1%	22.2%	15.2%	49.5%	7.1%
Laboratory Services	3.1%	21.9%	18.8%	43.8%	12.5%
Management Services	7.1%	12.1%	12.1%	53.5%	15.2%
Medical Assistance Services	6.4%	19.2%	12.2%	53.8%	8.3%
Physical Health Services	8.5%	19.1%	17.0%	46.8%	8.5%
State Hospital North	4.5%	6.8%	15.9%	56.8%	15.9%
State Hospital South	1.7%	6.9%	15.5%	57.8%	18.1%
Vital Statistics	0.0%	4.0%	12.0%	68.0%	16.0%
Welfare Support	5.9%	5.9%	35.3%	47.1%	5.9%
Other	2.7%	13.5%	5.4%	59.5%	18.9%

Management in the Department of Health and Welfare

2. Please rate your level of agreement with the statement, "Upper management encourages training and development of its employees."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	18.6%	28.9%	19.9%	28.9%	3.7%
Child Support	7.1%	8.7%	19.0%	46.8%	18.3%
Children's Mental Health	6.9%	6.9%	8.6%	55.2%	22.4%
Child Welfare	7.6%	15.7%	14.9%	51.0%	10.8%
Developmental Disabilities	7.0%	10.5%	12.3%	55.3%	14.9%
Community Mental Health	6.5%	18.1%	18.7%	41.3%	15.5%
Director's Office	0.0%	10.0%	20.0%	50.0%	20.0%
Emergency Medical Services	11.8%	0.0%	29.4%	47.1%	11.8%
Facility Standards	9.1%	27.3%	21.2%	33.3%	9.1%
Human Resources	0.0%	0.0%	0.0%	25.0%	75.0%
Idaho State School and Hospital	12.1%	20.7%	23.6%	37.9%	5.7%
Information Technology	8.2%	24.7%	22.7%	34.0%	10.3%
Laboratory Services	12.5%	18.8%	15.6%	46.9%	6.3%
Management Services	7.4%	17.9%	24.2%	40.0%	10.5%
Medical Assistance Services	9.3%	20.0%	22.7%	38.0%	10.0%
Physical Health Services	14.9%	23.4%	17.0%	34.0%	10.6%
State Hospital North	11.6%	9.3%	27.9%	39.5%	11.6%
State Hospital South	7.1%	11.6%	22.3%	42.0%	17.0%
Vital Statistics	0.0%	35.0%	20.0%	35.0%	10.0%
Welfare Support	5.9%	11.8%	11.8%	52.9%	17.6%
Other	5.4%	8.1%	13.5%	45.9%	27.0%

3. Please rate your level of agreement with the statement, "The training I receive is adequate for my current assignment."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	10.9%	32.7%	22.1%	31.0%	3.3%
Child Support	6.2%	13.1%	13.8%	53.1%	13.8%
Children's Mental Health	6.8%	18.6%	11.9%	47.5%	15.3%
Child Welfare	8.5%	19.4%	17.4%	48.4%	6.2%
Developmental Disabilities	4.2%	12.7%	11.9%	57.6%	13.6%
Community Mental Health	4.2%	12.6%	15.0%	53.3%	15.0%
Director's Office	0.0%	0.0%	18.2%	72.7%	9.1%
Emergency Medical Services	11.1%	5.6%	22.2%	44.4%	16.7%
Facility Standards	5.7%	11.4%	20.0%	54.3%	8.6%
Human Resources	0.0%	0.0%	0.0%	37.5%	62.5%
Idaho State School and Hospital	5.7%	15.6%	22.7%	44.7%	11.3%
Information Technology	9.0%	26.0%	27.0%	30.0%	8.0%
Laboratory Services	3.1%	12.5%	15.6%	62.5%	6.3%
Management Services	4.0%	18.2%	15.2%	55.6%	7.1%
Medical Assistance Services	3.9%	21.3%	21.9%	44.5%	8.4%
Physical Health Services	10.6%	19.1%	14.9%	48.9%	6.4%
State Hospital North	4.5%	18.2%	15.9%	50.0%	11.4%
State Hospital South	2.6%	11.1%	22.2%	55.6%	8.5%
Vital Statistics	0.0%	11.5%	19.2%	57.7%	11.5%
Welfare Support	5.9%	11.8%	29.4%	47.1%	5.9%
Other	2.8%	19.4%	11.1%	61.1%	5.6%

Management in the Department of Health and Welfare

4. Please rate your level of agreement with the statement, "I have enough time to participate in the training I need for my current assignment."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	27.7%	44.2%	9.6%	16.5%	2.0%
Child Support	16.9%	34.6%	19.2%	25.4%	3.8%
Children's Mental Health	10.0%	31.7%	18.3%	35.0%	5.0%
Child Welfare	18.3%	39.7%	18.7%	22.6%	.8%
Developmental Disabilities	11.9%	25.4%	16.9%	39.8%	5.9%
Community Mental Health	9.0%	24.7%	16.9%	41.6%	7.8%
Director's Office	0.0%	9.1%	45.5%	36.4%	9.1%
Emergency Medical Services	16.7%	16.7%	5.6%	55.6%	5.6%
Facility Standards	17.1%	37.1%	17.1%	25.7%	2.9%
Human Resources	6.3%	25.0%	6.3%	43.8%	18.8%
Idaho State School and Hospital	9.2%	28.4%	20.6%	35.5%	6.4%
Information Technology	10.1%	21.2%	28.3%	33.3%	7.1%
Laboratory Services	3.1%	9.4%	28.1%	56.3%	3.1%
Management Services	6.1%	25.3%	18.2%	45.5%	5.1%
Medical Assistance Services	11.5%	35.3%	18.6%	29.5%	5.1%
Physical Health Services	8.5%	23.4%	25.5%	36.2%	6.4%
State Hospital North	2.3%	29.5%	22.7%	38.6%	6.8%
State Hospital South	5.2%	20.7%	30.2%	37.9%	6.0%
Vital Statistics	0.0%	7.7%	34.6%	42.3%	15.4%
Welfare Support	5.9%	23.5%	35.3%	35.3%	0.0%
Other	16.7%	25.0%	8.3%	47.2%	2.8%

5. Please rate your level of agreement with the statement, "The problem-solving (grievance) process is fair and equitable to all employees."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	21.3%	17.0%	38.7%	21.3%	1.7%
Child Support	20.4%	18.5%	26.9%	26.9%	7.4%
Children's Mental Health	17.4%	15.2%	28.3%	30.4%	8.7%
Child Welfare	22.1%	22.6%	35.4%	16.9%	3.1%
Developmental Disabilities	15.4%	12.1%	30.8%	37.4%	4.4%
Community Mental Health	23.4%	24.2%	21.0%	23.4%	8.1%
Director's Office	28.6%	42.9%	0.0%	14.3%	14.3%
Emergency Medical Services	0.0%	0.0%	53.8%	38.5%	7.7%
Facility Standards	22.7%	13.6%	54.5%	9.1%	0.0%
Human Resources	0.0%	0.0%	0.0%	33.3%	66.7%
Idaho State School and Hospital	27.7%	16.0%	32.8%	17.6%	5.9%
Information Technology	21.1%	21.1%	40.8%	12.7%	4.2%
Laboratory Services	14.3%	14.3%	33.3%	28.6%	9.5%
Management Services	27.7%	12.3%	33.8%	23.1%	3.1%
Medical Assistance Services	19.1%	22.7%	35.5%	20.9%	1.8%
Physical Health Services	27.8%	16.7%	41.7%	13.9%	0.0%
State Hospital North	15.0%	20.0%	42.5%	20.0%	2.5%
State Hospital South	24.8%	15.2%	31.4%	26.7%	1.9%
Vital Statistics	10.5%	26.3%	42.1%	5.3%	15.8%
Welfare Support	27.3%	18.2%	36.4%	18.2%	0.0%
Other	11.5%	34.6%	19.2%	26.9%	7.7%

Management in the Department of Health and Welfare

6. Please rate your level of agreement with the statement, "To the extent possible, decisions about promotions are based on merit and performance."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	28.0%	24.2%	24.6%	20.5%	2.7%
Child Support	19.7%	24.8%	21.4%	26.5%	7.7%
Children's Mental Health	20.0%	28.9%	13.3%	33.3%	4.4%
Child Welfare	21.8%	24.6%	23.2%	28.4%	1.9%
Developmental Disabilities	10.8%	19.4%	30.1%	34.4%	5.4%
Community Mental Health	17.8%	24.4%	23.7%	28.9%	5.2%
Director's Office	0.0%	12.5%	37.5%	37.5%	12.5%
Emergency Medical Services	12.5%	31.3%	31.3%	18.8%	6.3%
Facility Standards	38.5%	19.2%	26.9%	15.4%	0.0%
Human Resources	0.0%	6.7%	20.0%	26.7%	46.7%
Idaho State School and Hospital	22.7%	25.0%	30.5%	18.0%	3.9%
Information Technology	25.6%	31.7%	19.5%	17.1%	6.1%
Laboratory Services	22.2%	22.2%	37.0%	14.8%	3.7%
Management Services	21.6%	23.9%	19.3%	31.8%	3.4%
Medical Assistance Services	29.5%	23.3%	20.9%	24.8%	1.6%
Physical Health Services	26.3%	18.4%	26.3%	26.3%	2.6%
State Hospital North	27.5%	30.0%	25.0%	17.5%	0.0%
State Hospital South	23.6%	20.8%	30.2%	22.6%	2.8%
Vital Statistics	0.0%	31.6%	26.3%	26.3%	15.8%
Welfare Support	23.1%	15.4%	23.1%	38.5%	0.0%
Other	34.6%	19.2%	15.4%	23.1%	7.7%

7. Please rate your level of agreement with the statement, "To the extent possible, decisions about the distribution of merit raises are made in a fair and equitable fashion."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	34.2%	28.5%	21.3%	14.1%	1.9%
Child Support	20.9%	30.0%	25.5%	15.5%	8.2%
Children's Mental Health	26.1%	21.7%	19.6%	26.1%	6.5%
Child Welfare	21.9%	23.3%	30.5%	21.4%	2.9%
Developmental Disabilities	15.3%	17.3%	23.5%	37.8%	6.1%
Community Mental Health	22.8%	23.6%	20.5%	29.9%	3.1%
Director's Office	12.5%	25.0%	25.0%	37.5%	0.0%
Emergency Medical Services	21.4%	21.4%	14.3%	35.7%	7.1%
Facility Standards	59.4%	18.8%	12.5%	6.3%	3.1%
Human Resources	12.5%	6.3%	12.5%	43.8%	25.0%
Idaho State School and Hospital	26.9%	29.2%	26.9%	12.3%	4.6%
Information Technology	22.8%	29.1%	26.6%	19.0%	2.5%
Laboratory Services	26.9%	19.2%	42.3%	11.5%	0.0%
Management Services	32.2%	25.3%	8.0%	27.6%	6.9%
Medical Assistance Services	26.5%	27.9%	24.3%	19.9%	1.5%
Physical Health Services	35.9%	12.8%	30.8%	17.9%	2.6%
State Hospital North	34.2%	23.7%	28.9%	13.2%	0.0%
State Hospital South	28.3%	26.4%	25.5%	17.9%	1.9%
Vital Statistics	10.5%	21.1%	36.8%	21.1%	10.5%
Welfare Support	36.4%	18.2%	27.3%	18.2%	0.0%
Other	28.6%	25.0%	17.9%	28.6%	0.0%

Agency Communication

1. Please rate the level of communication among your co-workers.

	Very Poor	Poor	Fair	Good	Very Good
Benefits	2.9%	8.4%	20.1%	35.4%	33.1%
Child Support	1.5%	4.6%	19.8%	39.7%	34.4%
Children's Mental Health	3.3%	5.0%	16.7%	40.0%	35.0%
Child Welfare	3.1%	7.3%	20.1%	40.9%	28.6%
Developmental Disabilities	5.1%	9.3%	16.9%	31.4%	37.3%
Community Mental Health	3.0%	2.4%	16.8%	41.9%	35.9%
Director's Office	0.0%	0.0%	9.1%	36.4%	54.5%
Emergency Medical Services	5.6%	5.6%	16.7%	50.0%	22.2%
Facility Standards	11.4%	2.9%	17.1%	40.0%	28.6%
Human Resources	0.0%	0.0%	18.8%	37.5%	43.8%
Idaho State School and Hospital	3.5%	6.4%	22.0%	38.3%	29.8%
Information Technology	5.1%	9.1%	26.3%	35.4%	24.2%
Laboratory Services	0.0%	12.5%	18.8%	43.8%	25.0%
Management Services	2.0%	2.0%	19.2%	43.4%	33.3%
Medical Assistance Services	4.4%	2.5%	22.2%	36.1%	34.8%
Physical Health Services	8.5%	4.3%	25.5%	34.0%	27.7%
State Hospital North	9.3%	18.6%	14.0%	44.2%	14.0%
State Hospital South	2.6%	9.4%	26.5%	41.0%	20.5%
Vital Statistics	3.8%	0.0%	7.7%	50.0%	38.5%
Welfare Support	0.0%	5.9%	23.5%	47.1%	23.5%
Other	5.4%	2.7%	18.9%	43.2%	29.7%

Management in the Department of Health and Welfare

2. Please rate the level of communication you receive from your supervisor.

	Very Poor	Poor	Fair	Good	Very Good
Benefits	7.5%	9.1%	22.4%	31.2%	29.9%
Child Support	6.1%	7.6%	16.8%	35.1%	34.4%
Children's Mental Health	3.3%	8.3%	21.7%	30.0%	36.7%
Child Welfare	5.4%	6.2%	19.3%	39.8%	29.3%
Developmental Disabilities	5.9%	3.4%	18.6%	28.0%	44.1%
Community Mental Health	1.8%	3.0%	14.5%	32.5%	48.2%
Director's Office	0.0%	0.0%	9.1%	45.5%	45.5%
Emergency Medical Services	5.6%	11.1%	5.6%	50.0%	27.8%
Facility Standards	14.3%	11.4%	11.4%	31.4%	31.4%
Human Resources	0.0%	0.0%	25.0%	18.8%	56.3%
Idaho State School and Hospital	4.3%	6.4%	17.7%	34.8%	36.9%
Information Technology	1.0%	8.1%	19.2%	39.4%	32.3%
Laboratory Services	3.2%	9.7%	6.5%	32.3%	48.4%
Management Services	3.0%	5.1%	18.2%	40.4%	33.3%
Medical Assistance Services	3.8%	8.2%	22.2%	32.9%	32.9%
Physical Health Services	10.6%	6.4%	21.3%	34.0%	27.7%
State Hospital North	16.3%	11.6%	23.3%	25.6%	23.3%
State Hospital South	8.5%	5.1%	23.1%	33.3%	29.9%
Vital Statistics	0.0%	11.5%	0.0%	26.9%	61.5%
Welfare Support	5.9%	0.0%	17.6%	52.9%	23.5%
Other	5.4%	8.1%	16.2%	32.4%	37.8%

Management in the Department of Health and Welfare

3. Please rate your level of agreement with the statement, "I receive enough information from top management to do my job well."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	11.7%	34.4%	29.4%	22.7%	1.7%
Child Support	6.2%	8.5%	30.2%	46.5%	8.5%
Children's Mental Health	5.0%	35.0%	30.0%	25.0%	5.0%
Child Welfare	10.2%	20.5%	37.8%	26.8%	4.7%
Developmental Disabilities	12.5%	17.9%	33.0%	31.3%	5.4%
Community Mental Health	12.9%	16.1%	29.7%	32.9%	8.4%
Director's Office	0.0%	9.1%	18.2%	54.5%	18.2%
Emergency Medical Services	0.0%	29.4%	29.4%	29.4%	11.8%
Facility Standards	14.3%	11.4%	40.0%	22.9%	11.4%
Human Resources	0.0%	0.0%	18.8%	37.5%	43.8%
Idaho State School and Hospital	22.5%	18.8%	33.3%	21.0%	4.3%
Information Technology	10.3%	21.6%	36.1%	27.8%	4.1%
Laboratory Services	6.5%	16.1%	51.6%	25.8%	0.0%
Management Services	6.3%	20.8%	32.3%	36.5%	4.2%
Medical Assistance Services	14.0%	28.7%	26.8%	26.1%	4.5%
Physical Health Services	15.2%	21.7%	34.8%	26.1%	2.2%
State Hospital North	9.3%	27.9%	39.5%	18.6%	4.7%
State Hospital South	8.8%	16.7%	26.3%	42.1%	6.1%
Vital Statistics	0.0%	14.3%	33.3%	38.1%	14.3%
Welfare Support	11.8%	5.9%	29.4%	47.1%	5.9%
Other	5.6%	22.2%	30.6%	33.3%	8.3%

4. Please rate your level of agreement with the statement, "The Infonet is a useful source of information for employees."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	1.6%	5.5%	21.8%	51.1%	19.9%
Child Support	.8%	1.5%	17.6%	54.2%	26.0%
Children's Mental Health	1.7%	8.5%	32.2%	42.4%	15.3%
Child Welfare	2.7%	9.7%	26.8%	52.5%	8.2%
Developmental Disabilities	2.6%	4.4%	16.7%	54.4%	21.9%
Community Mental Health	1.8%	7.3%	28.0%	50.6%	12.2%
Director's Office	0.0%	9.1%	18.2%	45.5%	27.3%
Emergency Medical Services	0.0%	6.3%	43.8%	37.5%	12.5%
Facility Standards	2.9%	0.0%	25.7%	60.0%	11.4%
Human Resources	0.0%	0.0%	0.0%	18.8%	81.3%
Idaho State School and Hospital	3.6%	7.2%	29.0%	49.3%	10.9%
Information Technology	5.2%	9.3%	25.8%	53.6%	6.2%
Laboratory Services	3.3%	6.7%	26.7%	46.7%	16.7%
Management Services	1.0%	2.1%	16.5%	57.7%	22.7%
Medical Assistance Services	1.3%	5.7%	17.7%	53.2%	22.2%
Physical Health Services	2.1%	4.3%	19.1%	57.4%	17.0%
State Hospital North	4.5%	6.8%	34.1%	40.9%	13.6%
State Hospital South	.9%	8.7%	22.6%	54.8%	13.0%
Vital Statistics	0.0%	8.0%	20.0%	48.0%	24.0%
Welfare Support	0.0%	0.0%	5.9%	64.7%	29.4%
Other	0.0%	8.3%	13.9%	55.6%	22.2%

Management in the Department of Health and Welfare

5. Please rate your level of agreement with the statement, "My supervisor lets me know exactly what is expected of me."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	4.6%	11.7%	17.9%	44.6%	21.2%
Child Support	3.8%	8.4%	11.5%	49.6%	26.7%
Children's Mental Health	5.0%	5.0%	31.7%	40.0%	18.3%
Child Welfare	5.0%	10.1%	14.3%	50.0%	20.5%
Developmental Disabilities	3.4%	5.1%	12.8%	46.2%	32.5%
Community Mental Health	3.6%	4.8%	10.8%	53.0%	27.7%
Director's Office	0.0%	0.0%	9.1%	54.5%	36.4%
Emergency Medical Services	0.0%	22.2%	16.7%	50.0%	11.1%
Facility Standards	5.7%	14.3%	14.3%	40.0%	25.7%
Human Resources	0.0%	0.0%	0.0%	46.7%	53.3%
Idaho State School and Hospital	2.8%	12.8%	13.5%	44.0%	27.0%
Information Technology	0.0%	13.0%	20.0%	45.0%	22.0%
Laboratory Services	3.1%	12.5%	15.6%	53.1%	15.6%
Management Services	3.0%	8.1%	15.2%	49.5%	24.2%
Medical Assistance Services	2.5%	16.5%	15.2%	40.5%	25.3%
Physical Health Services	8.5%	14.9%	14.9%	46.8%	14.9%
State Hospital North	6.8%	20.5%	22.7%	36.4%	13.6%
State Hospital South	2.6%	12.1%	19.8%	45.7%	19.8%
Vital Statistics	0.0%	7.7%	3.8%	50.0%	38.5%
Welfare Support	0.0%	17.6%	17.6%	47.1%	17.6%
Other	8.1%	10.8%	10.8%	43.2%	27.0%

6. Please rate your level of agreement with the statement, "The atmosphere of my program encourages people to be open and candid with upper management."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	29.9%	29.6%	17.3%	20.6%	2.7%
Child Support	18.6%	22.5%	13.2%	27.9%	17.8%
Children's Mental Health	31.7%	16.7%	20.0%	26.7%	5.0%
Child Welfare	30.6%	26.2%	22.6%	16.3%	4.4%
Developmental Disabilities	17.8%	21.2%	17.8%	32.2%	11.0%
Community Mental Health	27.8%	20.4%	17.9%	22.8%	11.1%
Director's Office	0.0%	9.1%	18.2%	27.3%	45.5%
Emergency Medical Services	11.8%	17.6%	11.8%	47.1%	11.8%
Facility Standards	34.3%	20.0%	20.0%	25.7%	0.0%
Human Resources	6.3%	6.3%	25.0%	12.5%	50.0%
Idaho State School and Hospital	34.8%	23.4%	19.9%	12.1%	9.9%
Information Technology	18.2%	24.2%	21.2%	28.3%	8.1%
Laboratory Services	9.7%	19.4%	32.3%	35.5%	3.2%
Management Services	22.7%	20.6%	19.6%	25.8%	11.3%
Medical Assistance Services	21.0%	22.9%	20.4%	28.7%	7.0%
Physical Health Services	41.3%	17.4%	13.0%	26.1%	2.2%
State Hospital North	23.3%	34.9%	16.3%	20.9%	4.7%
State Hospital South	17.2%	24.1%	29.3%	25.0%	4.3%
Vital Statistics	8.0%	28.0%	36.0%	16.0%	12.0%
Welfare Support	5.9%	11.8%	35.3%	41.2%	5.9%
Other	17.1%	22.9%	28.6%	28.6%	2.9%

Management in the Department of Health and Welfare

7a. Please rate your level of agreement with the statement, "I can talk openly with upper management about work-related problems without fear of retaliation."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	28.5%	24.0%	28.1%	15.4%	4.1%
Child Support	13.3%	23.9%	31.0%	23.9%	8.0%
Children's Mental Health	31.8%	15.9%	31.8%	15.9%	4.5%
Child Welfare	25.8%	32.5%	25.8%	14.4%	1.4%
Developmental Disabilities	26.1%	19.3%	30.7%	17.0%	6.8%
Community Mental Health	35.7%	19.0%	24.6%	15.1%	5.6%
Director's Office	18.2%	18.2%	18.2%	9.1%	36.4%
Emergency Medical Services	12.5%	12.5%	31.3%	31.3%	12.5%
Facility Standards	26.7%	20.0%	30.0%	13.3%	10.0%
Human Resources	0.0%	13.3%	6.7%	6.7%	73.3%
Idaho State School and Hospital	33.1%	23.1%	27.7%	11.5%	4.6%
Information Technology	20.2%	27.4%	17.9%	21.4%	13.1%
Laboratory Services	18.2%	36.4%	27.3%	13.6%	4.5%
Management Services	27.2%	10.9%	29.3%	22.8%	9.8%
Medical Assistance Services	27.5%	18.1%	33.3%	15.9%	5.1%
Physical Health Services	53.5%	11.6%	14.0%	16.3%	4.7%
State Hospital North	25.0%	27.8%	36.1%	11.1%	0.0%
State Hospital South	10.8%	19.8%	36.9%	27.0%	5.4%
Vital Statistics	23.1%	23.1%	30.8%	0.0%	23.1%
Welfare Support	12.5%	12.5%	25.0%	31.3%	18.8%
Other	32.3%	22.6%	19.4%	19.4%	6.5%

7b. Please rate your level of agreement with the statement, "I can talk openly with program managers about work-related problems without fear of retaliation."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	23.7%	23.7%	20.1%	26.9%	5.7%
Child Support	12.1%	23.3%	25.9%	25.0%	13.8%
Children's Mental Health	17.2%	13.8%	20.7%	29.3%	19.0%
Child Welfare	19.8%	24.8%	14.9%	31.4%	9.1%
Developmental Disabilities	12.8%	8.3%	13.8%	43.1%	22.0%
Community Mental Health	11.8%	14.3%	14.3%	36.0%	23.6%
Director's Office	0.0%	33.3%	22.2%	22.2%	22.2%
Emergency Medical Services	11.8%	0.0%	17.6%	47.1%	23.5%
Facility Standards	27.3%	18.2%	15.2%	21.2%	18.2%
Human Resources	0.0%	7.1%	0.0%	14.3%	78.6%
Idaho State School and Hospital	20.6%	16.9%	21.3%	30.1%	11.0%
Information Technology	9.9%	20.9%	17.6%	34.1%	17.6%
Laboratory Services	10.7%	10.7%	17.9%	46.4%	14.3%
Management Services	16.9%	11.2%	24.7%	39.3%	7.9%
Medical Assistance Services	15.5%	12.2%	12.8%	37.8%	21.6%
Physical Health Services	17.0%	10.6%	6.4%	42.6%	23.4%
State Hospital North	8.1%	32.4%	21.6%	32.4%	5.4%
State Hospital South	14.0%	11.4%	26.3%	33.3%	14.9%
Vital Statistics	4.5%	18.2%	9.1%	40.9%	27.3%
Welfare Support	5.9%	17.6%	5.9%	41.2%	29.4%
Other	12.1%	6.1%	12.1%	39.4%	30.3%

Management in the Department of Health and Welfare

7c. Please rate your level of agreement with the statement, "I can talk openly with frontline supervisors about work-related problems without fear of retaliation."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	11.7%	13.0%	11.7%	38.8%	24.7%
Child Support	11.7%	14.8%	17.2%	30.5%	25.8%
Children's Mental Health	7.3%	14.5%	14.5%	30.9%	32.7%
Child Welfare	7.5%	13.0%	13.0%	37.5%	28.9%
Developmental Disabilities	6.0%	2.6%	7.8%	32.8%	50.9%
Community Mental Health	2.4%	6.7%	9.1%	40.2%	41.5%
Director's Office	0.0%	50.0%	12.5%	0.0%	37.5%
Emergency Medical Services	11.8%	5.9%	11.8%	58.8%	11.8%
Facility Standards	18.2%	6.1%	18.2%	21.2%	36.4%
Human Resources	0.0%	6.7%	0.0%	13.3%	80.0%
Idaho State School and Hospital	7.2%	4.3%	14.4%	44.6%	29.5%
Information Technology	3.4%	12.5%	12.5%	48.9%	22.7%
Laboratory Services	3.3%	0.0%	20.0%	43.3%	33.3%
Management Services	7.1%	2.0%	11.2%	48.0%	31.6%
Medical Assistance Services	6.5%	12.9%	9.4%	39.6%	31.7%
Physical Health Services	6.5%	6.5%	25.8%	48.4%	12.9%
State Hospital North	12.2%	22.0%	14.6%	36.6%	14.6%
State Hospital South	11.2%	11.2%	11.2%	38.8%	27.6%
Vital Statistics	4.0%	8.0%	8.0%	40.0%	40.0%
Welfare Support	6.7%	13.3%	26.7%	33.3%	20.0%
Other	8.8%	11.8%	17.6%	38.2%	23.5%

Management in the Department of Health and Welfare

8a. Please rate your level of agreement with the statement, "Upper management encourages my suggestions and complaints."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	24.4%	22.2%	30.9%	19.6%	2.9%
Child Support	10.1%	17.4%	29.4%	32.1%	11.0%
Children's Mental Health	29.5%	6.8%	38.6%	25.0%	0.0%
Child Welfare	24.3%	30.5%	33.3%	11.0%	1.0%
Developmental Disabilities	27.2%	20.7%	27.2%	20.7%	4.3%
Community Mental Health	32.3%	17.7%	27.4%	16.1%	6.5%
Director's Office	9.1%	0.0%	36.4%	27.3%	27.3%
Emergency Medical Services	6.3%	25.0%	25.0%	25.0%	18.8%
Facility Standards	34.5%	20.7%	24.1%	17.2%	3.4%
Human Resources	0.0%	6.3%	12.5%	18.8%	62.5%
Idaho State School and Hospital	29.5%	19.7%	32.6%	14.4%	3.8%
Information Technology	21.2%	20.0%	30.6%	18.8%	9.4%
Laboratory Services	20.8%	16.7%	37.5%	25.0%	0.0%
Management Services	21.7%	20.7%	27.2%	25.0%	5.4%
Medical Assistance Services	25.2%	23.1%	28.7%	16.8%	6.3%
Physical Health Services	40.5%	19.0%	19.0%	19.0%	2.4%
State Hospital North	18.2%	27.3%	42.4%	12.1%	0.0%
State Hospital South	10.9%	18.2%	40.0%	27.3%	3.6%
Vital Statistics	6.3%	12.5%	43.8%	25.0%	12.5%
Welfare Support	6.3%	18.8%	25.0%	31.3%	18.8%
Other	16.1%	35.5%	25.8%	12.9%	9.7%

Management in the Department of Health and Welfare

8b. Please rate your level of agreement with the statement, "Program managers encourage my suggestions and complaints."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	19.5%	23.0%	26.1%	26.8%	4.5%
Child Support	10.5%	16.7%	21.9%	35.1%	15.8%
Children's Mental Health	19.6%	15.7%	19.6%	33.3%	11.8%
Child Welfare	20.9%	23.4%	15.5%	31.8%	8.4%
Developmental Disabilities	9.9%	9.9%	11.7%	43.2%	25.2%
Community Mental Health	11.3%	10.1%	17.0%	39.0%	22.6%
Director's Office	0.0%	9.1%	36.4%	45.5%	9.1%
Emergency Medical Services	6.3%	6.3%	18.8%	43.8%	25.0%
Facility Standards	34.4%	15.6%	6.3%	28.1%	15.6%
Human Resources	0.0%	6.7%	6.7%	20.0%	66.7%
Idaho State School and Hospital	18.5%	14.1%	30.4%	25.2%	11.9%
Information Technology	10.8%	17.2%	24.7%	35.5%	11.8%
Laboratory Services	10.3%	10.3%	17.2%	48.3%	13.8%
Management Services	14.0%	12.8%	31.4%	36.0%	5.8%
Medical Assistance Services	14.5%	13.8%	15.8%	34.9%	21.1%
Physical Health Services	21.3%	6.4%	14.9%	34.0%	23.4%
State Hospital North	8.6%	25.7%	28.6%	31.4%	5.7%
State Hospital South	10.5%	16.7%	24.6%	37.7%	10.5%
Vital Statistics	0.0%	8.3%	33.3%	29.2%	29.2%
Welfare Support	6.3%	6.3%	31.3%	25.0%	31.3%
Other	6.3%	18.8%	9.4%	50.0%	15.6%

8c. Please rate your level of agreement with the statement, "Frontline supervisors encourage my suggestions and complaints."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	11.6%	14.3%	15.9%	37.9%	20.3%
Child Support	6.3%	11.7%	18.0%	35.2%	28.9%
Children's Mental Health	8.8%	10.5%	17.5%	35.1%	28.1%
Child Welfare	7.9%	11.5%	17.1%	39.7%	23.8%
Developmental Disabilities	3.4%	6.9%	9.5%	37.1%	43.1%
Community Mental Health	2.5%	6.8%	12.3%	41.4%	37.0%
Director's Office	0.0%	20.0%	30.0%	20.0%	30.0%
Emergency Medical Services	6.3%	0.0%	31.3%	37.5%	25.0%
Facility Standards	14.7%	11.8%	14.7%	29.4%	29.4%
Human Resources	0.0%	7.1%	7.1%	14.3%	71.4%
Idaho State School and Hospital	7.2%	5.1%	18.1%	42.8%	26.8%
Information Technology	2.2%	8.8%	19.8%	47.3%	22.0%
Laboratory Services	3.3%	6.7%	10.0%	56.7%	23.3%
Management Services	7.2%	4.1%	14.4%	47.4%	26.8%
Medical Assistance Services	5.0%	12.1%	15.6%	38.3%	29.1%
Physical Health Services	9.7%	6.5%	32.3%	41.9%	9.7%
State Hospital North	9.3%	16.3%	14.0%	41.9%	18.6%
State Hospital South	7.0%	14.8%	12.2%	42.6%	23.5%
Vital Statistics	0.0%	12.0%	16.0%	36.0%	36.0%
Welfare Support	7.1%	14.3%	28.6%	28.6%	21.4%
Other	15.2%	12.1%	24.2%	36.4%	12.1%

Management in the Department of Health and Welfare

9a. Please rate your level of agreement with the statement, "Upper management listens to the recommendations of staff."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	31.7%	23.1%	28.4%	16.0%	.7%
Child Support	10.0%	21.0%	34.0%	25.0%	10.0%
Children's Mental Health	28.6%	16.7%	40.5%	14.3%	0.0%
Child Welfare	27.9%	28.9%	29.4%	13.7%	0.0%
Developmental Disabilities	29.8%	13.8%	34.0%	18.1%	4.3%
Community Mental Health	31.7%	22.2%	31.0%	10.3%	4.8%
Director's Office	11.1%	11.1%	44.4%	11.1%	22.2%
Emergency Medical Services	0.0%	28.6%	50.0%	14.3%	7.1%
Facility Standards	25.9%	22.2%	33.3%	14.8%	3.7%
Human Resources	0.0%	6.3%	18.8%	12.5%	62.5%
Idaho State School and Hospital	35.9%	27.5%	26.0%	9.2%	1.5%
Information Technology	21.3%	22.5%	30.0%	16.3%	10.0%
Laboratory Services	22.7%	31.8%	36.4%	9.1%	0.0%
Management Services	27.9%	19.8%	25.6%	22.1%	4.7%
Medical Assistance Services	26.8%	23.2%	29.0%	18.1%	2.9%
Physical Health Services	32.6%	23.3%	23.3%	18.6%	2.3%
State Hospital North	26.5%	29.4%	38.2%	5.9%	0.0%
State Hospital South	10.1%	21.1%	44.0%	21.1%	3.7%
Vital Statistics	0.0%	21.4%	42.9%	14.3%	21.4%
Welfare Support	6.7%	13.3%	26.7%	40.0%	13.3%
Other	25.8%	19.4%	25.8%	22.6%	6.5%

9b. Please rate your level of agreement with the statement, "Program managers listen to the recommendations of staff."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	23.6%	23.2%	23.2%	26.8%	3.3%
Child Support	10.5%	16.7%	28.1%	29.8%	14.9%
Children's Mental Health	16.7%	16.7%	22.2%	35.2%	9.3%
Child Welfare	19.9%	22.0%	19.1%	31.8%	7.2%
Developmental Disabilities	9.9%	9.0%	18.0%	40.5%	22.5%
Community Mental Health	9.0%	16.0%	21.2%	34.6%	19.2%
Director's Office	0.0%	10.0%	40.0%	50.0%	0.0%
Emergency Medical Services	0.0%	17.6%	17.6%	41.2%	23.5%
Facility Standards	24.2%	24.2%	12.1%	24.2%	15.2%
Human Resources	0.0%	0.0%	18.8%	18.8%	62.5%
Idaho State School and Hospital	19.5%	22.6%	24.8%	24.8%	8.3%
Information Technology	10.1%	23.6%	22.5%	30.3%	13.5%
Laboratory Services	13.3%	16.7%	33.3%	26.7%	10.0%
Management Services	16.5%	17.6%	25.9%	35.3%	4.7%
Medical Assistance Services	14.1%	12.1%	18.1%	37.6%	18.1%
Physical Health Services	19.1%	10.6%	14.9%	38.3%	17.0%
State Hospital North	13.2%	23.7%	26.3%	26.3%	10.5%
State Hospital South	13.9%	13.9%	32.2%	32.2%	7.8%
Vital Statistics	0.0%	12.5%	16.7%	37.5%	33.3%
Welfare Support	5.9%	5.9%	23.5%	52.9%	11.8%
Other	8.8%	14.7%	11.8%	47.1%	17.6%

Management in the Department of Health and Welfare

9c. Please rate your level of agreement with the statement, "Frontline supervisors listen to the recommendations of staff."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	12.4%	11.7%	16.2%	44.0%	15.8%
Child Support	9.3%	9.3%	15.5%	37.2%	28.7%
Children's Mental Health	5.3%	5.3%	24.6%	45.6%	19.3%
Child Welfare	9.6%	10.0%	15.6%	43.6%	21.2%
Developmental Disabilities	4.3%	3.4%	11.2%	39.7%	41.4%
Community Mental Health	3.6%	4.8%	10.3%	46.1%	35.2%
Director's Office	0.0%	25.0%	25.0%	37.5%	12.5%
Emergency Medical Services	0.0%	12.5%	25.0%	37.5%	25.0%
Facility Standards	17.6%	8.8%	14.7%	29.4%	29.4%
Human Resources	0.0%	0.0%	18.8%	25.0%	56.3%
Idaho State School and Hospital	5.8%	5.1%	13.9%	53.3%	21.9%
Information Technology	5.7%	11.5%	19.5%	47.1%	16.1%
Laboratory Services	3.3%	13.3%	20.0%	43.3%	20.0%
Management Services	7.1%	4.1%	13.3%	51.0%	24.5%
Medical Assistance Services	5.7%	10.6%	20.6%	34.8%	28.4%
Physical Health Services	6.3%	12.5%	31.3%	40.6%	9.4%
State Hospital North	11.6%	20.9%	16.3%	32.6%	18.6%
State Hospital South	7.7%	14.5%	15.4%	44.4%	17.9%
Vital Statistics	0.0%	12.0%	8.0%	40.0%	40.0%
Welfare Support	7.1%	0.0%	28.6%	50.0%	14.3%
Other	9.1%	15.2%	24.2%	33.3%	18.2%

Management in the Department of Health and Welfare

10. Please rate the quality of communication within the Department of Health and Welfare.

	Very Poor	Poor	Fair	Good	Very Good
Benefits	18.4%	23.0%	40.5%	17.1%	1.0%
Child Support	7.8%	9.3%	44.2%	31.8%	7.0%
Children's Mental Health	11.7%	26.7%	36.7%	23.3%	1.7%
Child Welfare	12.5%	24.2%	43.4%	17.2%	2.7%
Developmental Disabilities	16.2%	17.9%	41.0%	20.5%	4.3%
Community Mental Health	10.2%	15.1%	45.8%	23.5%	5.4%
Director's Office	9.1%	9.1%	54.5%	18.2%	9.1%
Emergency Medical Services	5.6%	22.2%	38.9%	33.3%	0.0%
Facility Standards	17.1%	25.7%	45.7%	11.4%	0.0%
Human Resources	0.0%	0.0%	46.7%	33.3%	20.0%
Idaho State School and Hospital	14.4%	24.2%	41.7%	16.7%	3.0%
Information Technology	18.2%	29.3%	32.3%	18.2%	2.0%
Laboratory Services	10.7%	14.3%	42.9%	28.6%	3.6%
Management Services	16.2%	19.2%	44.4%	15.2%	5.1%
Medical Assistance Services	13.5%	20.6%	48.4%	15.5%	1.9%
Physical Health Services	15.2%	30.4%	28.3%	26.1%	0.0%
State Hospital North	16.7%	38.1%	23.8%	19.0%	2.4%
State Hospital South	6.1%	21.7%	43.5%	26.1%	2.6%
Vital Statistics	0.0%	8.3%	37.5%	37.5%	16.7%
Welfare Support	5.9%	5.9%	41.2%	41.2%	5.9%
Other	10.8%	18.9%	45.9%	21.6%	2.7%

Morale and Job Satisfaction

1. Please rate your level of agreement with the statement, "In general, I am satisfied with my job."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	9.5%	18.6%	21.9%	40.5%	9.5%
Child Support	8.4%	9.9%	10.7%	42.0%	29.0%
Children's Mental Health	8.5%	13.6%	16.9%	45.8%	15.3%
Child Welfare	7.0%	16.7%	14.3%	50.4%	11.6%
Developmental Disabilities	5.9%	10.9%	8.4%	52.1%	22.7%
Community Mental Health	1.8%	10.2%	9.0%	57.8%	21.1%
Director's Office	0.0%	0.0%	16.7%	75.0%	8.3%
Emergency Medical Services	11.1%	5.6%	11.1%	44.4%	27.8%
Facility Standards	17.1%	17.1%	14.3%	42.9%	8.6%
Human Resources	0.0%	0.0%	0.0%	37.5%	62.5%
Idaho State School and Hospital	3.5%	11.3%	14.9%	53.2%	17.0%
Information Technology	6.0%	17.0%	14.0%	49.0%	14.0%
Laboratory Services	3.1%	6.3%	18.8%	62.5%	9.4%
Management Services	7.1%	9.2%	10.2%	54.1%	19.4%
Medical Assistance Services	3.8%	15.8%	17.1%	46.8%	16.5%
Physical Health Services	12.8%	23.4%	17.0%	38.3%	8.5%
State Hospital North	9.3%	11.6%	14.0%	51.2%	14.0%
State Hospital South	2.6%	12.0%	17.1%	50.4%	17.9%
Vital Statistics	0.0%	7.7%	11.5%	53.8%	26.9%
Welfare Support	5.9%	0.0%	17.6%	52.9%	23.5%
Other	5.4%	5.4%	10.8%	59.5%	18.9%

2. Please rate the level of workplace morale among your co-workers.

	Very Poor	Poor	Fair	Good	Very Good
Benefits	24.1%	28.3%	23.8%	18.9%	4.9%
Child Support	19.1%	12.2%	29.8%	29.0%	9.9%
Children's Mental Health	13.6%	27.1%	28.8%	22.0%	8.5%
Child Welfare	19.4%	26.7%	31.8%	15.5%	6.6%
Developmental Disabilities	15.1%	20.2%	22.7%	32.8%	9.2%
Community Mental Health	10.8%	16.2%	25.1%	37.1%	10.8%
Director's Office	0.0%	8.3%	41.7%	41.7%	8.3%
Emergency Medical Services	16.7%	0.0%	50.0%	27.8%	5.6%
Facility Standards	37.1%	14.3%	31.4%	17.1%	0.0%
Human Resources	0.0%	6.3%	25.0%	37.5%	31.3%
Idaho State School and Hospital	14.2%	22.0%	22.7%	30.5%	10.6%
Information Technology	16.0%	21.0%	31.0%	25.0%	7.0%
Laboratory Services	6.3%	21.9%	34.4%	34.4%	3.1%
Management Services	17.0%	20.0%	24.0%	31.0%	8.0%
Medical Assistance Services	16.6%	16.6%	36.3%	24.2%	6.4%
Physical Health Services	29.8%	21.3%	14.9%	29.8%	4.3%
State Hospital North	22.7%	29.5%	18.2%	20.5%	9.1%
State Hospital South	15.4%	23.9%	35.0%	16.2%	9.4%
Vital Statistics	3.8%	15.4%	30.8%	38.5%	11.5%
Welfare Support	11.8%	0.0%	47.1%	35.3%	5.9%
Other	10.8%	18.9%	27.0%	35.1%	8.1%

Management in the Department of Health and Welfare

3. Please rate your level of agreement with the statement, "Turnover within the Department of Health and Welfare significantly impedes organizational effectiveness."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	0.0%	.7%	7.3%	25.7%	66.3%
Child Support	.8%	6.1%	9.2%	33.6%	50.4%
Children's Mental Health	1.7%	0.0%	0.0%	16.7%	81.7%
Child Welfare	1.6%	.8%	2.3%	21.9%	73.4%
Developmental Disabilities	1.7%	1.7%	4.3%	29.6%	62.6%
Community Mental Health	1.2%	4.2%	4.2%	26.3%	64.1%
Director's Office	0.0%	0.0%	0.0%	27.3%	72.7%
Emergency Medical Services	0.0%	0.0%	11.1%	27.8%	61.1%
Facility Standards	2.9%	0.0%	2.9%	25.7%	68.6%
Human Resources	0.0%	0.0%	6.3%	25.0%	68.8%
Idaho State School and Hospital	.7%	5.9%	11.8%	40.4%	41.2%
Information Technology	0.0%	2.0%	12.0%	47.0%	39.0%
Laboratory Services	0.0%	10.3%	10.3%	31.0%	48.3%
Management Services	0.0%	3.1%	7.1%	30.6%	59.2%
Medical Assistance Services	.6%	2.5%	4.5%	31.8%	60.5%
Physical Health Services	0.0%	2.2%	4.3%	39.1%	54.3%
State Hospital North	2.4%	4.8%	14.3%	28.6%	50.0%
State Hospital South	1.7%	2.6%	9.5%	37.1%	49.1%
Vital Statistics	0.0%	11.5%	11.5%	34.6%	42.3%
Welfare Support	0.0%	0.0%	6.3%	50.0%	43.8%
Other	0.0%	2.9%	2.9%	26.5%	67.6%

4. Please rate your level of agreement with the statement, "Management creates and environment that makes me want to do my very best each day."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	17.9%	24.7%	33.8%	20.5%	3.2%
Child Support	7.6%	15.3%	27.5%	32.8%	16.8%
Children's Mental Health	11.7%	25.0%	21.7%	26.7%	15.0%
Child Welfare	12.0%	24.3%	34.7%	23.9%	5.0%
Developmental Disabilities	12.1%	18.1%	30.2%	32.8%	6.9%
Community Mental Health	6.1%	22.4%	30.9%	26.1%	14.5%
Director's Office	0.0%	0.0%	41.7%	50.0%	8.3%
Emergency Medical Services	5.6%	16.7%	27.8%	33.3%	16.7%
Facility Standards	20.0%	17.1%	40.0%	20.0%	2.9%
Human Resources	0.0%	0.0%	18.8%	43.8%	37.5%
Idaho State School and Hospital	19.9%	25.5%	32.6%	14.9%	7.1%
Information Technology	12.0%	17.0%	35.0%	28.0%	8.0%
Laboratory Services	6.3%	25.0%	25.0%	37.5%	6.3%
Management Services	8.0%	20.0%	31.0%	34.0%	7.0%
Medical Assistance Services	12.7%	21.0%	31.8%	28.0%	6.4%
Physical Health Services	23.4%	27.7%	23.4%	19.1%	6.4%
State Hospital North	11.4%	38.6%	27.3%	20.5%	2.3%
State Hospital South	7.7%	23.9%	32.5%	29.9%	6.0%
Vital Statistics	0.0%	7.7%	26.9%	42.3%	23.1%
Welfare Support	5.9%	11.8%	29.4%	47.1%	5.9%
Other	8.1%	16.2%	45.9%	21.6%	8.1%

Management in the Department of Health and Welfare

5. Please rate your level of agreement with the statement, "I feel valued my supervisor."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	8.8%	12.4%	12.4%	39.9%	26.5%
Child Support	3.9%	10.1%	13.2%	40.3%	32.6%
Children's Mental Health	3.4%	13.6%	5.1%	42.4%	35.6%
Child Welfare	7.8%	6.7%	10.2%	42.0%	33.3%
Developmental Disabilities	3.4%	4.2%	9.3%	29.7%	53.4%
Community Mental Health	1.2%	6.0%	9.0%	38.3%	45.5%
Director's Office	0.0%	0.0%	0.0%	50.0%	50.0%
Emergency Medical Services	11.1%	5.6%	22.2%	38.9%	22.2%
Facility Standards	14.3%	5.7%	17.1%	34.3%	28.6%
Human Resources	0.0%	0.0%	0.0%	13.3%	86.7%
Idaho State School and Hospital	7.1%	7.1%	7.1%	44.7%	34.0%
Information Technology	2.0%	9.2%	9.2%	49.0%	30.6%
Laboratory Services	3.2%	6.5%	6.5%	58.1%	25.8%
Management Services	5.1%	9.2%	7.1%	44.9%	33.7%
Medical Assistance Services	5.8%	10.3%	12.2%	39.1%	32.7%
Physical Health Services	12.8%	6.4%	12.8%	34.0%	34.0%
State Hospital North	15.9%	11.4%	18.2%	25.0%	29.5%
State Hospital South	6.9%	12.1%	17.2%	39.7%	24.1%
Vital Statistics	0.0%	11.5%	0.0%	30.8%	57.7%
Welfare Support	5.9%	5.9%	5.9%	70.6%	11.8%
Other	5.4%	8.1%	18.9%	29.7%	37.8%

6. Please rate your level of agreement with the statement, "I feel valued by DHW."

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Benefits	23.8%	28.4%	25.1%	21.1%	1.7%
Child Support	8.8%	24.0%	25.6%	35.2%	6.4%
Children's Mental Health	24.1%	19.0%	29.3%	19.0%	8.6%
Child Welfare	21.5%	32.8%	28.1%	14.8%	2.7%
Developmental Disabilities	22.0%	22.0%	28.8%	22.0%	5.1%
Community Mental Health	16.0%	32.1%	27.2%	19.8%	4.9%
Director's Office	8.3%	16.7%	33.3%	25.0%	16.7%
Emergency Medical Services	17.6%	29.4%	47.1%	5.9%	0.0%
Facility Standards	34.3%	17.1%	37.1%	11.4%	0.0%
Human Resources	0.0%	6.3%	0.0%	43.8%	50.0%
Idaho State School and Hospital	19.9%	35.3%	27.9%	14.0%	2.9%
Information Technology	13.3%	27.6%	33.7%	17.3%	8.2%
Laboratory Services	15.6%	31.3%	43.8%	9.4%	0.0%
Management Services	18.6%	27.8%	23.7%	25.8%	4.1%
Medical Assistance Services	21.9%	23.9%	29.7%	20.6%	3.9%
Physical Health Services	30.4%	21.7%	21.7%	23.9%	2.2%
State Hospital North	38.6%	18.2%	27.3%	13.6%	2.3%
State Hospital South	16.7%	30.7%	35.1%	14.9%	2.6%
Vital Statistics	8.0%	20.0%	28.0%	32.0%	12.0%
Welfare Support	5.9%	17.6%	29.4%	41.2%	5.9%
Other	16.2%	18.9%	37.8%	27.0%	0.0%